

MD FAHIMUL ISLAM

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Professional Summary

IT Support Specialist with 5+ years across multi-site environments delivering 1st–3rd line support, rapid incident resolution, and stable day-to-day operations.

Hands-on with Windows endpoints, Microsoft 365 & Teams admin, imaging, patching, endpoint protection, backups and DR; strong in documentation, user training, and ITIL-aligned processes.

Data-aware with SQL and Excel for validation, UAT/functional testing, and stakeholder-ready reporting; adept at translating requirements into practical, secure solutions.

Core Skills

Systems & Infrastructure:

- 1st–3rd Line Support, device deployment & imaging, OS support (Windows/macOS)
- Patch management, endpoint protection, remote support, IT asset & license management
- Backup & disaster recovery procedures, server maintenance, system configuration

Microsoft 365 & Collaboration:

- Microsoft 365 administration, Exchange/SharePoint basics, Microsoft Teams administration
- User onboarding/offboarding, identity & access hygiene, policy-driven configuration

Networking & Monitoring:

- Routers, switches, Wi-Fi, VPN, network storage (NAS)
- Diagnostics, health monitoring, vendor coordination

Data, Testing & Reporting:

- SQL (queries, data checks), Excel (lookups, pivots), data validation & audits
- System analysis, functional testing, UAT, requirements gathering & documentation
- Stakeholder-ready reports

Service Excellence & Knowledge:

- ITIL-aligned documentation, knowledge base authoring, ticket management
- Customer service, end-user training, cross-functional teamwork

Professional Experience

Digital Notetaking and eSupport Consultant — Terra Consultancy | London, UK | Oct 2025 – Present

- Provide digital notetaking and technical eSupport in multi-sector environments, capturing technical decisions, system requirements, and action items with high fidelity.
- Deliver IT-focused communication support and documentation aligned to technical, regulatory, and organisational standards (ISMS, data protection).
- Apply secure data-handling practices (controlled access, encryption) and adhere to client governance, SLAs, and compliance protocols.
- Manage session documentation, artefact control, and workflow governance; conduct pre-engagement scope assessments to validate technical complexity and domain relevance.

IT Support Technician — Hawkridge Hamilton | London, UK | Aug 2025 – Jan 2026

- Delivered 1st–3rd line desktop and remote support across multiple sites, meeting SLAs and improving first-time fix rates through knowledge base expansion and better triage.
- Installed, configured, and maintained endpoints and peripherals to minimise downtime and improve user experience.
- Supported rollouts, updates, and patching to strengthen stability and cybersecurity posture; documented incidents and SOPs to reduce repeat issues.
- Collaborated on infrastructure improvements and small projects; provided user-friendly guidance and training to enhance self-sufficiency.

IT Support Specialist — Store 974 Electronics W.L.L | Doha, Qatar | Sep 2019 – Aug 2024

- Implemented baseline cybersecurity measures (endpoint protection, access controls) and promoted secure practices with staff to reduce avoidable incidents.
- Maintained asset inventory and licensing for governance and transparency; coordinated procurement and finance for technology upgrades.
- Authored knowledge base articles, troubleshooting guides, and onboarding materials aligned to ITIL, accelerating time-to-productivity for new hires.
- Monitored network and system health using diagnostic tools to address recurring issues proactively and prevent downtime.
- Provided Tier 1–2 support to hybrid/remote users, consistently achieving SLA targets and improving satisfaction.
- Contributed to business continuity and disaster recovery by documenting procedures and supporting backup verification routines.
- Configured and supported Microsoft 365 and Microsoft Teams to streamline collaboration across departments.
- Tested new software and systems for compatibility; recommended improvements based on findings from UAT and functional testing.

Additional Experience

Business Development Consultant — Diablo Sugar Free | London, UK | May 2025 – Jul 2025

- Explored AI-powered chatbots to improve customer engagement and streamline support and sales funnels.
- Used analytics to monitor campaign performance and inform decisions; collaborated with marketing, finance, and operations.
- Delivered demos and presentations to stakeholders to support adoption.

Digital Business Strategy Consultant — Qatar Press | Doha, Qatar | Mar 2020 – Jul 2024

- Managed multi-platform content and campaigns; leveraged analytics (e.g., Google Analytics) to improve performance.
- Coordinated vendors and content pipelines to ensure on-time delivery and alignment with brand standards.
- Supported compliance reviews (ASA/GDPR guidance) to reduce legal risk.

Customer Experience Representative — Qatar Stars League | Doha, Qatar | Dec 2015 – Dec 2017

- Organised events (meetings, conferences, award ceremonies) ensuring smooth operations and high guest satisfaction.
- Delivered on-site support, managed registrations, handled ticket changes, and resolved attendee concerns.
- Supported logistics, vendor coordination, and maintained accurate records.

Projects

AI Agents for Advanced Fraud Detection - Middlesex University

- Applied ML/NLP techniques—including GANs, RL, anomaly models—to strengthen adaptive fraud and phishing detection with attention to XAI, GDPR, and model integrity.

IT Infrastructure Optimisation — Store 974 Electronics

- Analysed legacy configurations, restructured components, and introduced automation to improve stability and reduce operational disruption.
- Role included system analysis, testing, change implementation, and documentation.

Remote Onboarding & Knowledge Base — Store 974 Electronics

- Developed onboarding documentation and delivered orientation sessions for new hires.
- Authored troubleshooting guides and SOPs aligned to ITIL to reduce repeat incidents.

EDUCATION

- **BSc, Information Technology** — Middlesex University — London, United Kingdom
- **Level 5 Diploma in Computing (L5DC)** — NCC Education — Doha, Qatar
- **HND, Advanced Diploma in System Engineering** — Aptech Qatar Computer Education Centre — Doha, Qatar
- **Certificate in Software Engineering** — Aptech Qatar Computer Education Centre — Doha, Qatar
- **CPD, Computer Programming & Networking** — BA National — London, United Kingdom

Certifications & Awards

- Career Essentials in System Administration — Microsoft
- Career Essentials in Cybersecurity — Microsoft
- Oracle Cloud Infrastructure Foundations — Oracle University
- Cybersecurity Awareness: Cybersecurity Terminology — NASBA
- Cybersecurity Foundations — NASBA
- Cybersecurity Awareness: Cybersecurity Terminology — PMI
- Cybersecurity Foundations — PMI
- Google AI Essentials — Google x Colorintech AI
- Digital Marketing and Media Foundations — LinkedIn
- Emerging Professional Programme 2025 — MediaCity.AI
- Mind Craft Computer Science — Carnegie Mellon University
- SEO Essentials — Semrush Academy
- Scout Master – Leadership Recognition — Qatar Scouts and Guides Association

IT Support | Windows 10/11 • macOS • Active Directory • Azure AD / Entra ID • Intune (Endpoint Management) • SCCM (Exposure) • PowerShell (Basic) • Microsoft 365 • Exchange Online • SharePoint • Teams • OneDrive • Excel • ServiceNow • Jira • ITIL • VPN • TCP/IP • DHCP • DNS • Wi-Fi • NAS • Backup & DR • Patch Management • Endpoint Protection • UAT • SQL