BUKOLA ADIO

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PROFESSIONAL SUMMARY

An IT professional and enthusiastic individual, who has a desire to succeed. Having acquired extensive knowledge in customer support, network management, cloud computing, hardware support, security applications and data management. I am interested in an employment opportunity within Information technology in order to further advance my skills and develop my career, harmoniously assisting the company in achieving its long-term goals and mission.

CORE COMPETENCIES

- Experience of network technologies (routers, switches and firewalls).
- Provider of exceptional customer service and project management.
- Hands on experience with Java, HTML, CSS, Python and JavaScript.
- Solid work ethic, Positive attitude, and good interpersonal skills.
- Technically and analytically minded.
- Flexible, adaptable and eager to learn.
- Strong oral, written and listening communication skills.
- Familiarity with Data Center Virtualization concepts and trends.
- Cloud technologies and network monitoring tools.
- Data Center Migration, Active Directory, SCCM, Cisco IP Telephony, DHCP, Mobile Application Support and Helpdesk Management System (ServiceNow, BMC and Jira).
- Experience working in an Agile/Scrum environment.
- Experience with the following concepts: Windows Operating Systems, Office 365, SAP, and Remote Access Applications.
- Hands on experience of IT operating systems including Windows, Microsoft Office and Linux.
- Consistently demonstrated excellent team working ability.
- Broad knowledge of software development life cycle methodologies with focus on model-driven software development tools and processes.

EDUCATION

Computer Systems Management (M.Sc.)   **2017- 2019**
Heriot-Watt University, Dubai
Relevant Modules include: Computer Network Security, Mobile Communications and Programming, Software Engineering Foundations, Network Applications and Project Management.
Academic projects: Worked on Secret-key Encryption using different cipher modes, encryption algorithms and initialization vectors.
Visibly studied the performance of routing protocols used in Mobile Ad hoc networks (DSDV, DSR and AODV protocols). NS-2 simulator was used to study the impact of node mobility on the performance of these routing protocols.
Computer Science (B.Sc.)   **2010-2014**
Babcock University, Nigeria
Second Class Upper Division

TRAINING AND PROFESSIONAL ORGANIZATIONS

AWS SOLUTIONS ARCHITECHT ASSOCIATE   **2020**
MICROSOFT AZURE FUNDAMENTALS   **2020**
CNSS (CERTIFIED NETWORK SECURITY SPECIALIST)   **2020**
FORTINET NSE 1 SECURITY ASSOCIATE   **2020**
FORTINET NSE 2 SECURITY ASSOCIATE   **2020**
MICROSOFT DESKTOP SUPPORT TECHNICIAN   **2011**

WORK EXPERIENCE

CHARTERCROSS CAPITAL MANAGEMENT, UAE   **December 2018-till date**
IT Support Engineer (Contract)

- Transition previous technical projects and ensure they go-live on Microsoft azure platform.
- Provided remote support to users and business customers ensuring a quality experience and customer satisfaction.
- Attended to user tickets regarding hardware, software and networking, with the use of different helpdesk management system like Ngdesk, Zendesk and BMC ticketing software.

- Provided first and second level support on the Microsoft azure infrastructure.
- Setup and Installation of desktops, software and new network devices, participated in network migrations.
- Troubleshoot technical issues and identify modifications needed in existing applications to meet changing user requirements.
- Management of day-to day activity of cloud environment, including management of change requests and support the software development team with their requirements.
- Ensure data logs and backups are done daily and log System errors and complaints with IT manager.
- Providing operational reporting of tickets and technology metrics to management via dynamic reporting tools in real time, as well as periodic (weekly/monthly/quarterly) updates at the organizational level.
- Working directly with the Network Operations Center (NOC) Engineering to assist with implementation and troubleshooting of security related issues.
- Assisted in compiling audit findings and report to management, making recommendations for modifications and improvements to operations, systems and procedures.
- Assisted in the management of overall Network security infrastructure operations to provide support to users.
- Ensure network, system and data availability and integrity through preventative maintenance and upgrades.
- Maximizing network performance through ongoing monitoring and troubleshooting.

LAFAM FACILITY MANAGEMENT LTD, NIGERIA   **December 2016-August 2017**
IT Support Engineer
- Management of service supplies on operational level with mobile. Mainly with the mobile network providers that provide service to the organization.
- Worked with the Incident Management team to ensure that the performance of the team achieves the define performance, targets and KPIs.
- Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization.
- Assisted in the Installation of new and rebuild existing Servers and configuration of hardware, peripherals, services, settings storage in accordance with standards and project/operational requirements.
- Installation and configuration software related to user Requirements.
- Performed daily system monitoring, and verify the integrity and availability of all networked hardware.
- Implementation of new hardware and software solutions as requires for new users or network upgrades to improve workflow and customer service provision.
- Maintenance and installation of all kind of local, USB & network Printers.
- Provided technical support to users learning new technology assets to support existing operations and to make possible workflow expansion.

UNITED NATIONS, NIGERIA   **August 2014-February 2016**
IT Support Engineer
- Support the technical design process by participating in the analysis of technical application requirements.
- Oversee and follow-up the preparation and development of policies, procedures and operations of the Infrastructure and Technical Support Section.
- Engaged in Consulting, Planning, Designing, Deployment, and Management of various security solutions.
- Developed policies and standards for the safety of technical infrastructure to preserve data and information.
- Assisted in the implementation of a "funds management" software that ensured purchasing orders were not exceeding General Ledger accounts and deficits previously encountered improved by 90%.
- Monitored network flow and ensured that all computers were properly secured.

HEINEKEN GROUP, NIGERIA   **May-September 2013**
IT Support
- Provided technical support and issue resolution to users via multiple remote desktop assistance platforms and advised staff on the adoption of the most effective ICT policy.
- Management of the telephony software and provided monthly fixed telephony report to the business. In order to help reduce cost management in the area of telephony.
- Assisted in the configuration, deployment and maintenance of Cisco Unified Call Manager infrastructure for the organization.
- Identified, troubleshoot and resolve moderately complex end-user computer Software & Hardware problems.
- Ensured backup systems were properly maintained, prepared, and assisted with help desk operations.

<u>HOBBIES AND INTERESTS</u>:

- Interacting and exploring new ideas.
- Advancing on my computer skills.

LANGUAGES: ENGLISH (FLUENT).