GABRIEL O OGUTUGA

agnestuga@gmail.com
45, Abiodun Street, Shomolu, Lagos Nigeria.
+2348024292180
http://www.linkedin.com/in/gabriel-ogutuga-50995267

OBJECTIVES

To maintain professional standard, strive towards excellence, develop in all aspect and to use my professional experience to impact success and add value to the organization. Also, to ensure that standard with best practices is adopted in service delivery.

EDUCATION

YABA COLLEGE OF TECHNOLOGY, LAGOS NIGERIA.

2017 HND Computer Engineering

PROFESSIONAL EXPERIENCE

Caverton Offshore Support Group | 1, Prince Kayode Akingbade Street, Off Muri Okunola Street, Victoria Island, Lagos Nigeria.

IT Support Analyst *September 2020 – Till Date*

- To provide technical support; answering support queries via phone, email or in person.
- To maintain a high degree of customer service for all support queries and adhere to all service management principles.
- To take ownership of user problems and be proactive when dealing with user issues.
- Respond to enquiries from users and help them resolve/troubleshoot hardware, software and network problems.
- Monitoring systems and network to ensure all issues are resolved accordingly
- Manage Systems and Network infrastructures.

TELNET Nigeria Limited | Plot 242, Kofo Abayomi Street, Victoria Island, Lagos Nigeria.

Systems and Network Support Engineer *January 2019 – August 2020*

Internal Support: Manage all Company's shared Technology Infrastructure, Supervise the installation, configuration and maintenance of network services, equipment and devices. Administration of servers. perform troubleshooting analysis of servers, workstations and associated systems supervise all system back-up and restore protocol. Manage Company's Computer Systems, Printers, Scanners and Uninterruptable Power Supply (Repair and servicing). Network designing, Switches and Router configuration. Manage Videoconferencing tool setup and configuration. Manage the documentation of network problems and resolution for future reference. Monitor system performance and implements performance tuning. Administration and Supports of Company's ERP Application (Microsoft Dynamics) users.

Field Support (On-Site Projects): Manage L.A.N Implementation, Data Center setup, provide Network Support and Manage clients network Security. Customize Network Design to meet client's needs. Configuration and Installation of a Standard Polycom Videoconferencing Equipment. Logistics and Procurement.

TELNET Nigeria Limited | Plot 242, Kofo Abayomi Street, Victoria Island, Lagos Nigeria.

IT Support Officer (NYSC) *March 2018 – December 2018*

Internal Support: Manage all Company's shared Technology Infrastructure. Administration of servers, perform troubleshooting analysis of servers, workstations and associated systems. Monitor system performance and implements performance tuning. Installation, configuration and maintenance of network services, equipment and devices. Manage Company's Computer Systems, Printers, Scanners and Uninterruptable Power Supply (Repair and servicing). Manage Company's network Security. Administration of company's mail infrastructure. Customizes networks to meet client's needs. Administration and Supports of Company's ERP Application (Microsoft Dynamics) users.

Field Support (On-Site Projects): Configuration and Installation of a Standard Polycom Videoconferencing Equipment. Manage L.A.N Implementation, Data Center Setup and Network Support. Logistics and Procurement.

INTERNSHIP

Nigerian Breweries Plc HQ | Iganmu, Lagos Nigeria.

Help Desk Support (Industrial Training) *January 2013 – May 2013*

Biomedical and Informatic Engineering Department, College of Medicine University of Lagos | Nigeria.

Computer Technician (SIWES) *November 2010 – February 2011*

CORE SKILLS

- Systems Administration with hands-on experience on
  -Windows: XP, Vista, 7, 8,10, and Servers 2003(R2), 2008(R2), 2012(R2), 2016 and 2019
  -Others: Android and Mac OS X
- Network Administration: Planning, Designing, Cabling, Security, Routing and Switching.
- Security Administration: Cisco ASA and Sophos XG
- Cloud Service: AWS and Oracle.
- Embedded System Architectural Design: Proteus, Visio and PCB Etching Process.
- Systems Hardware Maintenance and Repair facilities, Problem solving.
- Videoconferencing: Polycom, Zoom, GoToMeeting, Microsoft Teams and Google Meet.
- Virtualization: VMWare and Citrix.
- Proficient use of OpenOffice, LibreOffice and Microsoft Office packages (Office 365)
- Enterprise Resource Planning (ERP): Microsoft Dynamics GP and Zoho
- Support of fundamental technologies such as DNS, AD, DHCP, FTP, SMTP, SNMP, SSL, TCP, UDP, IP, RAID, iSCSI, VPN.
- Technical sales Ability.
- Procurement and Logistics.
- Project Management.
- Very good learning and teaching aptitudes, and excellent intuitive and innovative capabilities.
- Communicative: Good oral and written communication skills with excellent listening abilities.

GABRIEL O OGUTUGA

CERTIFICATIONS

April, 2020 **| Google:** The Fundamentals of Digital Marketing **|** TRT CHS 7BM
September, 2019 **| VMware:** Data Center Virtualization Fundamentals.
September, 2019 **| IBM DNA:** Cloud Foundry v2
August, 2019 **| IBM DNA:** Cloud Intro, Getting Started with IBM Cloud and AI Intro.
May, 2019 **| AWS:** Fundamentals - Going Cloud Native **|** ASXXDG8UZ7YL
April, 2019 **| Deeplearning:** Neural Networks and Deep Learning (AI) **|** Z77V473UEGUP
February, 2019 **| FORTINET:** Network Security Expert 3 **|** YYHAS6IHhP
October, 2018 **| Department of Petroleum Resources (DPR):** EIP **|** 2079
October, 2018 **| BISO HSE:** Level 1 and 2 **|** 00187101
October, 2018 **| FORTINET:** Network Security Expert 2 **|** 4AB2yK4F0z
September, 2018 **| FORTINET:** Network Security Expert 1 **|** 4DkqLzc0sd
August, 2018 **| POLYCOM:** RPEOS100, RPSIS300 and RCOS100
July, 2018 **| POLYCOM:** RPEOT200 and RPCOS100

REFERENCES

Available on request.

GABRIEL O OGUTUGA