

# Olanrewaju Oluwaseyi OLADEINDE

ONIPANU, 100231, LAGOS STATE

PHONE: +2348067022784

E-MAIL: [OLANREWAJUOLADEINDE@YAHOO.COM](mailto:OLANREWAJUOLADEINDE@YAHOO.COM)

LINKEDIN: [HTTPS://LINKEDIN.COM/IN/OLANREWAJUOLADEINDE](https://linkedin.com/in/olanrewajuoladeinde)

## **SUMMARY**

Dependable and goal-oriented IT support specialist with 5+ years of experience maintaining in-house IT systems and providing comprehensive customer support. Seeking to use problem solving skills to improve cost and performance, cut costs and provide efficient process improvements. At Access Bank Nigeria Plc, provided Office 365 deployment and visibility to 450+ end users.

## **SKILLS & COMPETENCIES**

Hardware, software, windows operating systems, SaaS collaboration tools, network, peripherals, end-user support, remote and online support, problem solving, communication

## **SELECTED ACCOMPLISHMENTS**

- Reduced congestion on May & Baker Nigeria Plc's factory's network by administering all Internet traffic using Microsoft Forefront TMG as a proxy server and bandwidth splitter for bandwidth management.
- Substantially increased security and performance of about 40 computers and 3 servers to about 90% by implementing WSUS to manage the distribution of software updates and patches, including endpoint security
- Enforced a batch file to 6 user workstations to ensure stable VPN link with Sage 300 ERP at May & Baker Nigeria Plc's Ota Factory. Recouped 10% of administrator work time.

## **WORK EXPERIENCE**

Technical Support Specialist (ABO)

September 2021 – Till date

**Access Bank Nigeria Plc**

Obalende, Lagos Island

Reports to the Group Head, IT Infrastructure Services

- Installed 200+ desktop computers during a company-wide upgrade
- Managing and ensuring that all IT equipment are adequately accounted for and inventory is up-to-date
- 100% deployment of Office 365 by domain and collaboration unit, which allowed for greater work and collaboration with staff from anywhere and on any device
- Ensuring 99% resolution of all escalated issues and the incidence reports from the regions and engaging the relevant teams, including 100% adherence to SLAs on report etc. with Ivanti Service Management software

Information Technology Network Support Officer

August 2020 – August 2021

**Rite Foods Company Nigeria**

Ijebu Ososa, Ogun

Reported to the Team Lead, Network Infrastructure Manager

- Ensured 100% monthly patch management on 40+ workstations, which maintained the security of the systems
- Drove IT service delivery to 200+ end users in a fast-paced FMCG firm with 100+ corporate customers
- Enhanced help desk ticket system by creating user guides for IT processes and procedures for upload to ManageEngine IT Service Desk platform. Reduced solution time by 35%
- Identified network anomalies and outages with PRTG network monitor. Improved better quality of service to end users

Information Technology Support Officer

October 2018 – October 2019

**IPT PowerTech Nigeria Ltd**

Lekki Phase 1, Lagos

Reported to the Admin Head & IT Manager

- Ensured staff had their official emails on Microsoft Outlook 2013/2016 and webmail configured on official devices; maintained 100% email database, backed up and blocked or denied access to mails of exited staff
- Generated attendance and overtime reports from FingerTec fingerprint reader for use by the company's HR department monthly
- Worked with Konica Minolta authorised local printer dealer in managing print services monthly. Optimized firm's workflows leading to reduced operating costs and productivity by 90%
- Troubleshoot network connection problems which arose for clients in the residential staff quarters

System Support Officer

February 2014 – October 2018

**May & Baker Nigeria Plc**

Sango Ota, Ogun

Reported to the IT Coordinator

- Logged problems, system downtimes, resolutions and performance issues daily; sent to IT Coordinator in monthly report for root cause analysis
- Created user profiles of 40+ staff with Active Directory on Windows Server 2008 R2 for access control
- Enhanced office productivity by 100% for 40+ staff with configuration of Microsoft Outlook 2013
- Maintained hardware performance, network connectivity, and software updates in a factory of 300+ workers

## **EDUCATION**

**Bachelor of Science**, Physics, Second Class, Lower Division, University of Lagos, Akoka, Lagos, January 2008

**Senior Secondary School Certificate**, Bright Star Comprehensive High School, Bariga, Lagos, June 1999

## **PROFESSIONAL & ONLINE TRAINING**

**Jobberman Soft Skills Training**, *Coursera*, April 2021

**Cybersecurity Essentials**, *Cisco Networking Academy*, January 2021

**Certified Network Security Specialist**, *International CyberSecurity Institute, UK*, April 2020

**TTcMobile Telecom Training Program**, *TTcMobile Training Centre Ikeja, Lagos*, January 2012

## **CERTIFICATIONS**

**Microsoft Certified: Security, Compliance, and Identity Fundamentals**, *Microsoft*, April 2022

**Information Technology Infrastructure Library (ITIL) Foundation in IT Service Management**, *Axelos*, March 2015

**Microsoft Certified Solutions Associate (MCSA) – Windows Server 2008**, *Microsoft*, April 2012

**Network+**, *CompTIA*, April 2011

**A+**, *CompTIA*, December 2010