OLALEKAN OLADAPO

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SUMMARY

Accomplished IT professional with 4+ years of progressive experience in technical support and IT operations. Skilled in leading cross-functional teams, implementing robust systems, and improving service delivery in mission-driven, fast-paced environments. Proven track record in streamlining processes, managing IT assets, and optimizing system performance, resulting in a 35% reduction in crashes and a 60% drop in user-reported issues. Skilled in simplifying workflows, enhancing service delivery, and using data to drive results in fast-paced impact-focused environments.

EXPERIENCE

NewGlobe Education | Lagos, Nigeria

NewGlobe partners with governments to transform public education through technology-enabled solutions. It supports programs like EKOEXCEL, KWARALEARN, and others in Nigeria through tablet-based instruction, real-time performance monitoring, and centralized content management, driving learning gains at scale.

▪ **Team Manager, IT Operations |** Jan 2023 - May 2024

- Redesigned the ticket management system by implementing a tiered prioritization strategy and automation tools, which reduced the backlog by 25% and improved response times by 40%.

- Established proactive monitoring and maintenance protocol that resulted in a 35% reduction in system crashes and a 60% drop in user-reported issues, enhancing overall system stability.

- Led several IT infrastructure projects, including a real-time monitoring hub, dashboards for school performance tracking, office-wide Wi-Fi optimization, and device rollout to 200+ staff, among other strategic initiatives.

- Used Jira and Mantis Bug Tracker to report technical issues to Tier 3 teams and resolve support requests from end users and Tier 1 teams.

- Conducted team-wide skills gap analysis and developed training plans that raised technical competencies by 80%.

- Led documentation for software releases, standard operating procedures (SOPs), and support processes to improve clarity, consistency, and handoff across teams.

- Streamlined user provisioning and access control by automating onboarding workflows and enhancing asset tracking systems, ensuring secure, efficient, and auditable management of IT assets.

▪ **Team Lead, IT Operations |** Feb 2022 - Jan 2023

- Supervised a team of 5 technicians, achieving a 61% remote resolution rate through structured troubleshooting and collaborative knowledge sharing.

- Acted as an escalation point for complex cases and coordinated directly with senior stakeholders to ensure timely resolutions.

- Led documentation of recurring issues and worked on process refinements that reduced repeat incidents by 30%.

- Supported internal knowledge base maintenance and guided junior team members with hands-on training and feedback sessions.

- Delivered support via chat, phone, and email channels, maintaining response consistency and issue traceability.

▪ **Associate, IT Operations |** Dec 2019 - Feb 2022
  - Handled over 350 support cases monthly, achieving an average of 95% customer satisfaction rating through a proactive and data-driven approach to incident management.
  - Supported both remote and on-site troubleshooting to resolve technical challenges, ensuring optimal functionality of IT systems and devices across the organization.
  - Analyzed trends in user-reported issues to propose sustainable, long-term solutions and reduce incident frequency.
  - Used Mantis and Jira tools to report bugs and track resolutions in collaboration with technical leads.
  - Maintained an accurate inventory of IT assets, ensuring proper allocation and timely maintenance to support ongoing operational efficiency.

EDUCATION

- **Bachelor of Science, Computer Science**
  Ajayi Crowther University | 2018
- **Senior Secondary School Certificate (WAEC)**
  EMPAA Model College, Ejigbo | 2014

SKILLS

- **Technical Support & Troubleshooting:** Remote and on-site issue resolution across systems and platforms.
- **IT Asset & Identity Management:** Google Admin Console, Microsoft Entra ID (Azure AD), Hexnode MDM, Snipe-IT.
- **Process Optimization**: Root cause analysis, workflow improvement, data-driven reporting.
- **Security Compliance:** Implementation of security protocols and risk management best practices.
- **Data Analysis & Optimization:** Google Sheets, Excel, Jira, Asana, Google Forms, Incident trend analysis, process improvement, documentation.
- **Incident Reporting & Bug Tracking:** Jira, Mantis Bug Tracker
- **Productivity Tools:** Microsoft Office Suite, Google Workspace, Slack, Microsoft Teams.
- **Documentation & Training:** SOP writing, user guides, how-to videos, virtual end-user training.

CERTIFICATIONS

- **Google Technical Support Fundamentals** - Coursera
- **Advanced Google Analytics** - Google Analytics Academy
- **Google IT Support Professional Certificate (In progress)** - Google
- **ISO 27001:2022 Internal Risk Auditor** - Leitung Gate Limited