



# AHMAD ABUBAKAR YUSUF

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## PROFILE SUMMARY:

A competent IT professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within an organization. I look forward to use these skills to achieve optimum results should you make me a part of your team

## EXPERIENCE

2020 – To Date	ACADEMIC TECHNOLOGIST	Federal Polytechnic Bauchi, Bauchi State Nigeria
	<ul style="list-style-type: none"><li>Effectively manage IT resources to ensure performance measures and metrics are established and met throughout the execution of work</li><li>Maintained and optimize institution networks and servers</li><li>Performed data backup and system security operations (e.g. user authorization, firewalls)</li><li>Coordinated installations, upgrades and configurations of hardware and software</li><li>Ensured availability of computers and IT network application process.</li><li>Collaborates with ICT/MIS staff to develop and deliver customized training in the use of various software and technologies.</li><li>Managed secure network access for remote users</li><li>Kept abreast with new technology</li><li>Managed access to internet services</li><li>Recorded management of software licenses</li><li>Evaluated the functionality of systems</li><li>Implemented &amp; manage security or integrity and backup procedures</li><li>Provide practical training, support, advice and feedback</li></ul>	
2019 - 2020	REGIONAL IT SUPPORT OFFICER	Union Bank of Nigeria PLC.
	<ul style="list-style-type: none"><li>Performed operational administration and management of server, LAN, telephone and backup infrastructure</li></ul>	

- Maintained and manage IT security services including systems access, virus protection, software and windows
- updates, firewall and remote access systems
- Monitored IT services and systems using provided monitoring tools to ensure that they are working at optimal levels
- Maintained the operational aspects of disaster recovery plan including effective data backups, testing, storage and system restoration
- Maintained vendor relationships for computer, network and telecommunications products and services
- Maintained IT asset, licensing, contract and contact registers
- Provided Level 1 - 3 IT support – including but not limited to computers, printers, scanners, server, networking, SharePoint Online and conferencing equipment
- Supported the procurement and deployment of IT equipment and services in accordance with the corporate standards
- Assisted in the enrollment of Project staff on relevant IT systems
- Managed the repair and replacement of IT equipment including any warranty or insurance claims
- Provided training to staff on applications, equipment and IT related processes

## **EDUCATION**

**2015**

**FEDERAL POLYTECHNIC BAUHI**

**HND Computer Science**

### **SKILLS**

### **HIGHLIGHT**

- Ability to travel, occasionally overnight
- Excellent verbal communication skills
- Excellent leadership abilities, decision making skills, and critical thinking skills
- Working knowledge of data analytics tools such as ACL, Access, etc
- Expert level analytics competency
- Extensive leadership/management experience in analytics, financial services, or auditing
- Exposure to text analytics, analyzing unstructured data utilizing specialized software
- Familiarity with operating systems such as MAC, Unix, and Windows
- Understanding of programming languages, software development, websites/apps development and visualization tools such as SQL Server Management Studio, SAS Enterprise Guide, Visual Basic Scripting, python programming, PHP scripting, HTML, CSS, JavaScript and Tableau