

Ibrahim Abdulsalami

Technical Support Engineer

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PROFILE

A passionate IT Engineer, experienced in windows administration, incident management, virtualization, automation, deploying and configuring cloud solutions to ensure production environments are secure and reliable. Able to adapt to new environments and grasp concepts quickly, with a strong desire to build upon existing skillset. My career goal is to work with a dynamic firm in an environment competitive enough to provide challenges capable of harnessing my potentials towards the attainment of organizational objectives.

PROFESSIONAL EXPERIENCE

Technical Support Analyst II

10/2021 – Present

TSYS

- Provided technical support for diverse IT issues, service requests, incidents, change requests and Azure-related issues.
- Overseeing the day-to-day operation, monitoring, and management of the VDI infrastructure.
- VDI capacity management: Configured the virtual desktops ensuring the availability, scalability, and performance of the VDI infrastructure.
- Contributed to projects: SmartCX, Laptop refresh, TSYS Hamburg call center.
- Ensured smooth interconnectivity for iGEL thin Clients and VDI devices.
- Managed Office 365, Azure Entra ID, Active Directory, and Exchange online administration.
- Collaborated with cross-functional teams to diagnose and resolve complex problems.
- Performed routine virtual desktop maintenance, including VDI patching, server and software upgrades.
- Experienced in administering and monitoring network infrastructure, including Cisco routers and Meraki devices, to ensure optimal performance, availability, and security.
- Deployed and implemented Group Policy objects (GPOs) across the organization's Active Directory infrastructure.
- Performed vulnerability remediation, and managed IT asset.
- Developed and demonstrated expertise in PowerShell scripting to automate routine tasks.
- Maintained clear and accurate technical documentations of configurations, processes, and procedures for knowledge sharing amongst team members and stakeholders.
- Raised and managed changes in accordance with ITIL processes.

Projects

- Managed the kit installation and VDI imaging for TSYS Hamburg call center project resulting in 100% successful Go Live experience.
- Migration from SEP to Carbon Black Cloud for VDI
- User Profile Migration from Persona to DEM Profile Management
 - Successfully led the migration of over 800 users from Persona to DEM Profile Management, ensuring seamless transition and minimal disruption to user workflows.
 - Collaborated with stakeholders to plan and execute the migration project, including assessment of user profiles, compatibility testing, and deployment scheduling to meet business objectives.
 - Provided training and support to end-users during the migration process, addressing inquiries and resolving issues to ensure a smooth user experience post-migration.

Senior IT Support Analyst

04/2018 – 10/2021

Dominos Pizza

- Trained, managed and provided technical assistance to the 1st line analysts to ensure requests and incidents are prioritized and actioned effectively.
- Experienced in using Veam software for data back up and restoration.
- Managed and configured devices using Intune across the estate of Windows, MacOS, iOS and Android.
- Liaising with third party vendors to manage incident and ensure they are resolved within SLA.
- Ensured ITIL Practices are adhered to. Familiar with Major Incident process.
- Collaborated with cross-functional teams working with Dynamics 365 to enhance web content management.
- Virtualization: Experienced in configuring and managing failover and failback processes to ensure business continuity and disaster recovery capabilities.
- Automation: Creation of PowerShell scripts to automate routine tasks. Successfully automated configuring new stores system with appropriate templates.
- Experienced in working with relational databases. Writing and executing SQL queries in SQL databases to extract, analyze, and manipulate data for reporting purposes.
- Analyzing and creating reports via Tableau, Excel, SSRS etc
- Managed Office 365, Azure Entra ID, and Active Directory administration, overseeing user provisioning, access control, and identity.
- Utilized Azure Monitor to continuously monitor and optimize application performance.
- Exchange 2013 / Exchange online, and Windows Server 2012 administration
- Experienced in configuring and managing Cisco routers, switches, and firewalls, including implementation of routing protocols, VLANs, and access control lists (ACLs).

IT Support Engineer

2016 – 2018

Fujitsu

- Provided technical support via telephone and remotely resolving hardware and software issues.
- Managed customer queries using ServiceNow to log and monitor issues.
- Provided technical support with Windows 7, Windows 10 and Office 365
- Troubleshoot retail EPOS hardware and software issues.
- Active directory; user and computer management.

PROJECTS AND HANDS-ON EXPERIENCE

Automation of Azure AD Users creation using Logic Apps

This project utilises Azure Logic Apps, Microsoft Entra ID, Azure Resource Manager and Azure Email Service. With this project I have honed my skills in designing automation workflows using Azure Logic Apps.

Protection of Azure Infrastructure with Azure Site Recovery

Developed hands-on experience in the implementation of Azure Site Recovery for disaster recovery of Azure infrastructure which included execution of failover and failback procedures, ensuring high availability and business continuity.

Azure Cloud Resume Challenge

Deployed my resume on the cloud using various Azure services such as Azure App Service for hosting the web application, Azure CosmosDB, Azure Storage, Azure Functions, Azure CDN, and also Github for CI/CD pipelines.

Deployed IaaS and PaaS solutions with Azure SQL

This involves leveraging the use of Azure SQL Database for PaaS deployments and Azure Virtual Machines for IaaS deployments.

Automating infrastructure deployments in the Cloud with Terraform and Azure Pipelines

Utilized Azure DevOps for version control and pipeline automation, Terraform for defining and provisioning the cloud resources while Azure Pipelines for facilitating CI/CD pipelines for automated builds and deployments.

Migration of an on-premises web application to Azure App Service

Developed experience supporting On-prem to cloud migrations.

EDUCATION

MSc Project Management

University of Hertfordshire

2013 – 2014

BEng Electronic/Electrical Engineering

University of Hertfordshire

2010 – 2013

CERTIFICATES

- ITIL® Foundation Certificate in IT Service Management
- Microsoft Certified: Azure Fundamentals
- Working with Microsoft Azure SQL – Skillsoft
- Infrastructure as Code with Terraform

STRENGTHS

Technical Proficiency

Developed PowerShell scripts to automate routine administrative tasks, such as onboarding new employees, access provisioning, leaver user profile deletion, mailbox creations, and new store configurations, improving operational efficiency and reducing manual errors.

Project Management

Possess the capability to plan, coordinate and manage projects successfully whilst ensuring stakeholder expectations are managed accordingly. Notably demonstrated within current role where I was responsible for the planning and migration from SEP to Carbon Black Cloud for VDI

Collaborative Team Player

Collaborated with cross-functional teams and stakeholders to conduct and develop strategies for the migration projects, including risk assessment, compatibility testing, and deployment scheduling to ensure seamless transition.

Problem-Solving

Investigated and implemented the fix to resolve Excel sharing violation issues by upgrading CBC to the latest version which further fostered customer satisfaction.

SKILLS

- Programming/Scripting – SQL, PowerShell, Azure CLI
- Problem-Solving
- Virtualization – VMware, Hyper-V, Azure Virtual Desktop, VMware Horizon, VSphere
- Operating System – Windows, Linux, MacOS
- Project Management
- Networking – DHCP, TCP/IP, Cisco Meraki
- Microsoft Office 365
- Administration – Active Directory, Entra ID, Exchange Online, Group Policy, SharePoint, Teams, OneDrive, Intune
- Azure Cloud Services – Azure Storage, Azure SQL, VM, Azure Data Factory, Azure Networking, Azure Logic Apps, Azure Functions, Azure App Service
- Data Visualization – Tableau and Power BI
- CI/CD
- Github Actions and Azure DevOps
- Infrastructure as code – Azure ARM, Terraform, Bicep
- Stakeholder Management
- Soft Skills – Attention to detail, collaboration, communication, great work ethic, time management and adaptability.