

BARIDULE BENITA AALO

Leeds, UK | benitaalo3@gmail.com | +447404228233
| www.linkedin.com/in/baridule-aalo

PROFILE

Final-year Computer Science student with hands-on IT Support experience from a one-year placement at Leeds Beckett University. Familiar with Microsoft 365, Active Directory, and networking, and currently expanding my skills in enterprise IT and cloud fundamentals through preparation for the MS-900 certification. Interested in supporting IT operations and digital transformation, with a track record of quickly learning new technologies and adapting to large-scale environments.

EDUCATION

Leeds Beckett University, United Kingdom

BSc (Hons) Computer Science | Sep 2021 – June 2026(Final Year)

- 2024-2025: IT Services Placement
- 2023-2024: Achieved avg. 72% - Digital Security, Software Development, Networking, Machine Learning.
- 2022-2023: Achieved avg. 79% - Computing Systems, Databases, Python, OOP
- 2021-2022: Foundation Year – Distinction in Maths, English, Python

Graceland International School West African Senior School Certificate Examination (WASSCE) (May-June 2020)

- Grades: Maths(C), English(B), Biology(B), Physics(C), Economics(B)

PROFESSIONAL EXPERIENCE

IT Services Placement Intern

Leeds Beckett University | Sep 2024- Sep 2025

- Delivered 1st and 2nd line IT support across a large enterprise environment.
- Managed over 1,000 pieces of IT equipment using Connect2, ensuring accurate tracking and deployment.
- Logged, tracked, and resolved tickets on Ivanti Service Manager according to SLAs, contributing to faster incident resolution.
- Improved secure remote access by troubleshooting VPN connectivity across Windows, macOS, and Linux.
- Supported Active Directory administration, verifying group memberships and managing VPN access.
- Installed operating systems and GPUs on compute servers, enabling performance upgrades.
- Assisted in server room upgrades (rack configuration, PDU installation).

Sales Assistant

Next PLC, Leeds | Jun 2022-Aug 2024

- Delivered customer-focused service in a high-pressure retail environment.
- Managed inventory and parcel operations for smooth logistics
- Collaborated with team members on store operations and seasonal changes.

Digital Inclusion Volunteer

Better Leeds Community | Sep 2023 – Jun 2024

- Supported community members with Microsoft Office and digital literacy training.

- Provided troubleshooting for diverse IT needs, boosting confidence in technology use.

SKILLS

- **Enterprise IT & Cloud:** Microsoft 365, Active Directory, VPN, Imaging & Deployment, Ivanti Service Manager, ITIL exposure.
- **Programming & Automation:** Python, Java, SQL, PowerShell(basic)
- **Infrastructure & Hardware:** Server upgrades, GPU installation, iDRAC remote management
- **Core Strengths:** Problem-solving, collaboration, adaptability, customer service excellence, attention to detail.

PROJECTS & CERTIFICATIONS

- **Microsoft Support Specialist Certification** - Coursera (2025)
- **Back-End Engineering**-Lyft Forage (2024)
- **Management Information Systems (MIS)** - NIIT (2020-2021)
- **Java Turtle Graphics** – Developed a graphics system with drawing and saving features.
- **Python Password Generator** – Automated creation of student email addresses.
- **Digital Security Capture the Flag** – Hands-on penetration testing with Kali Linux.
- **R Programming Email Spam** – Text Mining and data analysis with ggplot2.

INTERESTS

Volunteering, Football, Songwriting, Cooking, Music, Volleyball.

REFERENCES

Available on request.