

OLUSOJI OYESOLA

Liverpool, UK | m: +447940595507 | sojjoye93@yahoo.co.uk | [LinkedIn](#)

PROFESSIONAL PROFILE

I'm an experienced IT professional focused on improving user experience, delivering practical solutions, and driving innovation. I've contributed to service delivery and technical support across government and commercial sectors, where security, performance, and stakeholder satisfaction were key priorities.

I work well both independently and in collaboration, with a passion for aligning IT solutions to business goals while maintaining compliance. Currently, I'm advancing my expertise through hands-on cybersecurity projects and certifications. I'm actively seeking opportunities where I can grow professionally and help strengthen organizational IT capabilities.

CORE COMPETENCIES

- (Non)Technical Documentation
- Quick Problem Solving
- Customer Service
- IT Operations Management
- Interpersonal Communication
- Process Optimisation
- Strategic Planning
- Continuous Improvement (CSI)
- Stakeholder Relationship Management
- Cross-Functional Team Collaboration
- Systems Operations
- Change Management

TECHNICAL PROFICIENCIES

Technologies: ServiceNow, Windows, Linux (Red Hat, Ubuntu), Unix Fundamentals, MS Active Directory, MS Intune, SQL, PowerShell, SAP Hybris, Microsoft Office Suite, ITIL Service Management, Incident Management, Change Management, Vulnerability Management, SIEM, Automation Tools (Power Automate, Power BI), Security Awareness & Training, HTML, CSS, IIS, Customer Service Support, SLA & KPI Monitoring, Test Metrics & Reporting, Microsoft 365 Suite, IIS/Web Services, SharePoint

EXPERIENCE AND IMPACT

ATOS, LONDON, ENGLAND, UK, JANUARY 2022 TO PRESENT

(HMRC) SERVICE DELIVERY MANAGER, SC CLEARED, OCTOBER 2023 TO PRESENT

- Managed daily operations of test environments for HMRC, ensuring high availability, reliability, and SLA compliance.
- Oversaw change control and incident handling, coordinating cross-functional teams to ensure rapid resolution and documented lessons learned.
- Produced service delivery reports and testing performance metrics, aligned with contractual and regulatory requirements.
- Chaired service reviews and improvement initiatives, advising stakeholders on testing performance, risk, and service enhancements.
- Streamlined reporting and process automation using Microsoft Power Platform, enhancing visibility and operational efficiency.
- Led monthly security calls, coordinating patching, vulnerability remediation, and configuration changes to maintain test environment integrity and compliance.

(MET Police) APPLICATION SUPPORT ENGINEER & SUBJECT MATTER EXPERT, SC CLEARED, JANUARY 2022 TO OCTOBER 2023

- Provided seamless 2LS & 3LS systems for existing applications and solutions within the MET Police internal systems.
- Conducted root cause analysis and implemented corrective actions to prevent recurrence of incidents.
- Facilitated knowledge transfer and onboarding for new staff members, enhancing team capabilities.
- Documented troubleshooting steps and resolution procedures for complex incidents to support consistent service delivery.
- Collaborated with cross-functional teams to support deployments, updates, and process automation initiatives.
- Supported systems in both Windows and Linux environments, ensuring high availability and performance.

- Proposed and implemented process improvements to optimize support operations and efficiency.

THE WHITE COMPANY, NORTHAMPTON, ENGLAND, UK, OCTOBER 2018 TO JANUARY 2022

SERVICE DESK AND APPLICATION SUPPORT ANALYST

- Resolved client support tickets across hardware, applications, and network issues for over 1000+ users.
- Quickly addressed and resolved user concerns while escalating complicated issues to the Service and Operation Managers.
- Managed and documented incidents in ServiceNow and then Freshservice, ensuring timely resolution and escalation where necessary.
- Delivered technical troubleshooting and root cause analysis to minimize recurring incidents.
- Collaborated with teams to maintain and update the support knowledge base.
- Provided training and mentorship to colleagues, contributing to team skill development.
- Supported SAP Hybris, Microsoft Dynamics NAV, K3, and Manhattan SCALE platforms.
- Conducted SQL scripting, XML editing, and system monitoring to support integrations and transactions.

KEY ACHIEVEMENTS

- Nominated by senior management for The Bright Beginner Award in 2019

UNIVERSITY OF NORTHAMPTON, ENGLAND, UK, APRIL 2018 TO OCTOBER 2018

IT SUPPORT ENGINEER

SELECTED HIGHLIGHTS

- Led end-to-end service operations for UK government departments with high SLAs and security demands.
- Spearheaded improvements in service delivery and reporting through automation using Power Platform.
- Coordinated cross-team efforts during critical incident resolution, ensuring minimal downtime.
- Managed stakeholder engagement across multiple business units and technical teams.

EDUCATION AND CREDENTIALS

Bachelor of Science (B.Sc.) in Computer Science (Mobile Computing), 2018

The University of Northampton, Northampton, England, UK

- **Second Class Upper**

Key Modules Covered: Mobile Computing, Media Technology, Cybersecurity and Cryptography, Wireless and Advanced Network Technology

CERTIFICATIONS AND TRAINING

- [Azure Fundamentals Certified, 2022](#)
- [Mastercard Cybersecurity virtual experience program on Forage, 2023](#)
- [AIG Shields Up: Cybersecurity virtual experience program on Forage, 2023](#)
- [Cybersecurity Specialist Bootcamp with Tritek Academy, 2024](#)
- [Introduction to Vulnerability Management training with Security Blue Team, 2024](#)
- [ITIL Foundation Internal Training – Percipio \(Atos\), 2024](#)
- [Introduction to Cybersecurity – Cisco, 2024](#)
- [Introduction to Cybersecurity – Percipio \(Atos\), 2025](#)
 - Completed a structured 12-hour program covering cybersecurity fundamentals, risk management, ethical hacking, and personal digital security.
 - Developed proficiency in recognizing cyber threats, securing personal devices, and understanding key security standards and regulations.

Practical projects

- **Vulnerability Assessment - Hands-On Project (Ongoing)**
 - **Environment Setup:** Configured and utilized Metasploitable 2, an intentionally vulnerable virtual machine, as a test environment for practicing vulnerability scanning.
 - **Tool Utilization:** Installed and operated Nessus Essentials, a vulnerability scanner, to perform comprehensive scans against the Metasploitable 2 system.
 - **Analysis & Reporting:** Analyzed scan results, identifying critical vulnerabilities and security flaws. Compiled findings into a detailed vulnerability report, demonstrating the ability to assess and prioritize security risks.

- **Additional Tools:** Conducted WPScan analysis, gaining familiarity with the detection of web-based vulnerabilities and understanding the security flaws that can be identified through this tool.
- **Ongoing Activities:** Regularly performing updates and reassessments to track new vulnerabilities and refine remediation strategies.

VOLUNTEERISM

- I contributed to the HMRC Techtastic Programme, aiding the SAS Future Analyst Program by providing career advice to students in underprivileged areas.

Languages: English, Yoruba

Interests: Athletics, Football, Ping Pong (recreational)