

Bright Adeleke

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EXPERIENCE

Hawthorne, CA

IT DESKTOP TECHNICIAN

PowerPoint PC

11/2013 – Current

- Provide technical support on Desktop facilities
- Setup and support a variety of computer hardware, software, networks and associated peripherals, including hardware and software installation, maintenance, troubleshooting and upgrade
- Determine source and nature of computer malfunction using diagnostic and application software. Adjust, repair and resolve hardware and software problems, referring more complex networking problems to network administrators or supervisor
- Respond to requests for computer assistance from staffs experiencing problems with hardware, software, networking; respond to inquiries concerning systems operation and other computer related technologies; respond to priority incidents as needed
- Document and assess problems, resolving them independently or routing them as needed
- In coordination with network administrators, assist with network software deployment and problem troubleshooting
- Provide follow up and progress updates to the users
- Utilize a good working knowledge of the operating systems and of on-line applications to provide users with uninterrupted support whenever possible
- Adhere to schedule for on-site desktop support
- Occasionally provide work guidance or orientation for non-routine procedures/policies
- Test and evaluate new client-side hardware/software
- Participate in establishment of the benchmark manufacturing workstations
- Recommend and perform upgrades on hardware and software systems to ensure longevity
- Perform additional functions incidental to computer support activities
- Keep an eye on new computer technology
- Assess functional need to determine specifications for purchases
- Follow standards & procedures defined by the global IT group
- Assist in IT asset management
- Participates in Desktop projects/tasks
- Assist with senior teammates in completion of projects
- Completes desktop related projects/tasks as assigned

Lagos, Nigeria

SENIOR IT SYSTEM/NETWORK ADMINISTRATOR

Adatactrack Limited

02/2006 – 10/2013

- Continuously drive to improve processes for improved performance
- Develop strategy and create metrics to measure effectiveness of strategy
- Performs application monitoring and performance tuning
- Performs custom application changes in development, validation or equivalent testing environment, and production environments
- Perform operating system software updates, upgrades and patches
- May manage others through influence rather than direct authority
- Performs administration activities such as setting user accounts, roles, access, and privileges
- Planning and implementation of scheduled maintenance work in coordination with key customers
- Leads trains and supports the work of other junior staff engaged in system and network administration functions also train marketing personnel about software capabilities of vehicle tracking devices.
- Working knowledge of a wide range of datacenter technologies including: Local (LAN) and wide-area networks (WAN); NAS and/or SAN storage technologies. Microsoft Server, firewalls, and VPNs Network protocols such as TCP/IP, WINS, DHCP, DNS, SNMP, FTP, HTTP, SMTP, etc
- Responsible for establishing and maintaining user accounts, profiles, file sharing, access privileges and overall network and system security
- Provides essential system and network administration support for servers, network hardware, data storage equipment, virtual desktops hardware and software, printers, workstations and other network connected hardware and associated software in support of the Ctrack Program for vehicle tracking
- Participate in maintaining and administering the existing infrastructure
- Assist in planning for the future strategy of internal facing systems and infrastructure

Lagos, Nigeria

COMPUTER TECHNICIAN/SYSTEM ADMINISTRATOR

Balogtech Limited

04/2004 – 08/2006

- Building, configuring, patching, upgrading and troubleshooting of physical and virtual Microsoft and Linux servers (rack mounts/blades, and VMs)
- Building, configuring, patching, upgrading and troubleshooting of physical and virtual Windows servers (rack mounts/blades, and VMs)
- Taking care of backup, off-site tape storage, inventory-asset management
- Investigating, resolving and closing user reported PC problems and application issues through our ticketing system
- Supporting users in the use of computer equipment by providing necessary training and advice
- Installing, configuring and deploying new PCs & Servers
- Providing a high level of customer service at all times
- Performs cosmetic repairs on desktop, tablet and notebook computer systems
- Executes the burn process to meet all quality standards
- Trouble shoots and diagnoses hardware and software issues for a wide range of systems (desktop, tablet and notebook computer systems)
- Operates within Standard Operating Procedures (SOPs) and Job Safety Analysis (JSAs)

- Tears down and replaces parts in systems
- Determines the most cost effective course of repair and updates disposition of systems
- Loads and unloads product in an efficient and safe manner
- Moves product to storage areas with proper equipment and efficiently stack and store the merchandise in the appropriate area
- Responsible for dispositioning inventory between recovery grades (retail, wholesale, sort and settle)
- Participates in physical inventories

EDUCATION **Diploma in Computer Engineering**
SOULDATA COMPUTER COLLEGE, LAGOS, NIGERIA **2002 - 2004**

SKILLS

- Strong analytical and problem solving skills with the ability to quickly adapt to changing and competing priorities
- Strong organizational skills; ability to prioritize, maintain attention to detail and recognize time constraints
- Strong customer orientation and a professional approach with the ability to interact with all levels within the organization
- Good project management skills, with the ability to independently interact and at times lead a team to complete initiatives with quality and timeliness
- Ability to maintain the highly secure nature of information technology work
- Knowledge of interoperability between Linux & Windows environments
- Some knowledge of business/ organization, Bank standards, infrastructure, architecture and technology in related areas from a design/support/solutions perspective
- A solid foundation in ITIL framework with demonstrated skills in incident & problem management, capacity & performance management, project management, audit & operational risk management
- Experience and sound working knowledge of the following areas: Networking, Windows Server administration including Active Directory and the use of Group Policies Backup/recovery technologies; TCP/IP, routing, switching, DHCP and DNS, Cisco IP Telephony
- Self-motivated, able to prioritize, good at time management and goal driven

CERTIFICATIONS, MEMBERSHIPS AND TRAININGS

- Cisco Network training and Courses Completed
- Microsoft Certified professional
- Member Association for Computing Machinery
- Associate Member British Computer Society