# Leonel Noe AGBODJI

## PERSONAL DETAILS

Leonel Noe AGBODJI
1554 Magazine St
CA, 94591 Vallejo

Tel: 707 805 7393
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## AREAS OF EXPERTISE

Windows, Linux and Mac OS

Networking, Databases, VOIP

Active Directory, Desktop Support,

End-User Support, Maintenance

Firewalls, Security, virtualization,

Web Development, Cabling

## EDUCATION

### Master degree (2012)
Computer Science
African University of Technology and Management

### Bachelor degree (2009)
Computer Science
African University of Technology and Management

## PERSONAL SKILLS

Organizational / Problem solving

Troubleshooting / Leadership

Time management

## PERSONAL SUMMARY

A multi-skilled with good all-round supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of ICT systems and to provide IT services that will improve the efficiency and performance of a company. Extensive practical knowledge of complex systems builds, hardware and software testing, network support, technical support and computer repairs.
Looking for a new and challenging position, one that will make best use of my existing skills & experiences also further my personal development.

## WORK EXPERIENCE

### SEKHOYAH DESIGN
*IT Support*                                            November 2019 – Now

Providing technical support and ensuring the whole company runs smoothly. I maintain the company computer systems, installs and configures hardware and software, and solves technical problems.

*Duties:*

- Responsible for hardware and software installation, maintenance and repair.
- Recommending and implementing improvements and efficiencies. .
- Management of N.A.S and associated backup routines.
- Managing the internal & hosted network infrastructure

### AHR FOUNDATION (Benin)
*IT manager*                                        June 2016 – October 2019

Responsible for the day to day IT requirements of the company such as user management, troubleshooting, help and advice. Maintaining desktop applications, local area networks, IT security and telecommunications.

*Duties:*

- Managing a team of administrative & technical staff.
- Responsible for hardware and software installation, maintenance and repair.
- Performing routine audits of systems and software.
- Manage the IT budgets and expenditure on hardware and software.
- Developing & maintaining the company IT systems, software and databases.
- Recommending and implementing improvements and efficiencies. .
- Management of server software and associated backup routines.
- To evaluate, test, advise, train and support I.T. related projects. .
- Maintaining documentation of changes regarding users, functions & systems.
- Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony.

## KEY SKILLS AND COMPETENCIES

- *Experience of Microsoft office 365, VMware ESXi, ERP systems, Network management*
- *Thorough understanding of computer and networking concepts.*
- *Physically fit & able to lift IT equipment, crawl under desks to access cabling etc.*
- *IT security experience.*
- *Proven experience in design websites for the online environment.*
- *Proven track records in front end design and development using CSS and HTML.*
- *Technical Skills: PHP, MySQL, JavaScript*
- *Experience of managing multiple projects to tight deadlines.*
- *Server Management*

## REFERENCES

Available on request

### ECOBANK (Benin)

*IT Support Specialist*                     May 2012 – June 2016

Reporting directly to the IT Manager and collaborating closely with other IT team members. Responding to queries in a timely and accurate manner and resolving queries to the user's satisfaction.

*Duties:*

- Responsible for diagnosing & resolving hardware, software & end users problems.
- Acting as the first point of contact for all IT & technical queries.
- Working within a TCP/IP network environment, including DHCP, DNS and Ethernet.
- Involved in the rollout of software updates and patches.
- Investigate specialist and complex IT support issues.
- Communicating with third party technical specialists.
- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software programs.
- Provide secondary support for LAN administration.
- Responsible for allocating work to junior staff and induction training for new staff.
- Deploying new hardware, server backups & evaluating new software & security risks.

### BRITISH AMERICAN TOBACCO (Benin)

*Manage workplace coordinator*               April 2010 – May 2012

Management of Benin - Niger - Togo network and the global B.A.T. network. IT helps desk and coordination of operations with the global service desk