

Akinkunni (Akins) Akinbajo

Mississauga, ON L5W 0E2 | akindandi@gmail.com | 519-476-7436

Senior Manager, IT Infrastructure & Operations | Cloud | Application Support | Service Delivery

Strategic IT leader with 15+ years of progressive experience in IT infrastructure technologies, IT operations management, system administration, and enterprise application support across hybrid cloud and on-prem environments. Proven ability to lead high-performing teams, deliver scalable IT infrastructure services, managing multiple projects and oversee application development and support functions that align with corporate strategy and drive organizational business value.

Recognized for strong problem-solving skills, effective resolution of problems, and the ability to manage sensitive information in secure, compliance-driven environments. Highly skilled in understanding business needs, delivering business solutions, and maintaining deep engagement with internal and external clients. Excellent interpersonal communication, capable of presenting complex IT systems concepts through clear, well-structured presentations. Committed to operational excellence, client satisfaction, and continuous improvement.

Core Competencies

Leadership & Team Development

Ability to Lead • Mentorship & Coaching • Performance Management • Conflict Resolution • Recruitment & Retention • Client Management

IT Infrastructure & Operations

IT Infrastructure Technologies • IT Infrastructure Services • System Administration • Windows, UNIX, Linux • VMware • Cisco Networking • Datacenter Operations • Cloud Platforms (Azure, AWS) • High Availability • DR/BCP • Performance Optimization • Capacity Planning • Change & Release Management

IT Service Delivery & Governance

IT Service Management (ITIL) • IT Operations Management • Service Desk Oversight • SLA/KPI Management • Incident, Problem & Change Management • Incident & Problem Management • Security & Compliance • Sensitive Information Handling • Compliance & Security Governance

Application Development & Support

SDLC Support • Production Support • Application Availability • Workflow Enhancements • Business Solutions Delivery

Stakeholder & Client Communication

Interpersonal Communication • Client Interaction • Customer Service • Communicates Effectively • Client Satisfaction • Presentations • Requirements Gathering • Expectation Management

Project & Portfolio Management

Resource Allocation • Prioritization • Budgeting • Reporting to Company Management • Trend Analysis

Professional Experience

Amazon Canada – IT Manager II, Infrastructure & Operations

London, ON | Jul 2022 – May 2025

- Directed enterprise IT infrastructure services across hybrid cloud and on-prem systems, ensuring high availability, security, and alignment with corporate strategy.

- Led and mentored a team of IT engineers, administrators, and analysts, fostering strong performance, career development, and the ability to lead through dynamic priorities.
- Managed multiple projects concurrently, balancing day-to-day operations with ongoing infrastructure upgrades and system optimization initiatives.
- Oversaw system administration for Windows, Linux, UNIX-based services, VMware clusters, storage, and network infrastructure.
- Implemented monitoring and automation solutions leveraging emerging technologies to improve operational efficiency and reduce manual effort.
- Delivered complex problem resolution, root-cause investigations, and long-term remediation to reduce recurrence of incidents.
- Managed sensitive information, ensuring compliance with internal governance, privacy laws, and audit expectations.
- Conducted analytical performance reviews of systems and teams, using metrics and KPIs to drive strategic improvements.
- Guided application support, ensuring strong collaboration between development teams, business stakeholders, and support functions.
- Implemented operational dashboards, trend analysis, and reporting for company management, enabling data-driven decision-making.
- Strengthened customer service, client engagement, and stakeholder satisfaction through proactive communication and expectation setting.
- Delivered well-organized technical presentations to leadership, supporting project updates, architectural reviews, and risk assessments.

Amazon Canada – Site Lead Engineer

Brampton, ON | Apr 2021 – Jul 2022

- Managed daily IT operations, system administration, and technical support for onsite IT and business teams.
- Ensured timely resolution of problems, reducing downtime and strengthening customer service performance.
- Supported UNIX/Linux/Windows systems, network devices, and enterprise tools with a focus on operational excellence.
- Created knowledge base and documentation for consistent, scalable service delivery.
- Maintained high levels of client interaction and satisfaction through effective communication and issue ownership.

Central Bank of Nigeria – Manager, Enterprise Infrastructure & Cloud Modernization

Abuja, Nigeria | Feb 2015 – Nov 2020

- Directed IT infrastructure technologies including datacenters, enterprise storage, UNIX/Linux servers, and cloud modernization initiatives.
- Managed large-scale application development, production support, and infrastructure optimization programs.
- Ensured IT infrastructure plans aligned tightly with enterprise-wide corporate strategy and regulatory expectations.
- Delivered performance monitoring, system tuning, and capacity planning to support mission-critical

applications.

- Communicated effectively with executives, providing structured presentations, risk updates, and solution recommendations.
- Strengthened operational governance, leading ITIL-based process improvements that enhanced incident, problem, and change management.

Central Bank of Nigeria – IT Engineer II, Infrastructure & Integration

Lagos, Nigeria | Apr 2008 – Jan 2015

- Delivered enterprise user support by performing system administration across Windows, UNIX, and VMware platforms, ensuring reliability and compliance with corporate standards.
- Supported business applications and database environments, improving service delivery through proactive issue analysis.
- Managed sensitive information in secure environments, aligning with regulatory and audit requirements.

iTECO Nigeria – Network Support Engineer

Lagos, Nigeria | Jun 2006 – Mar 2008

- Provided network, server, and systems support to enterprise clients while maintaining exceptional client satisfaction.
- Demonstrated strong customer service, troubleshooting, and technical problem-solving abilities.

Education & Certifications

MBA – Master of Business Administration

Executive Master in Information Technology

BSc, Electronics, Computer Science & Engineering

Certifications:

ITIL 4 Foundation • PMP • CISM • AWS Solutions Architect – Associate • Microsoft Certified: Azure Administrator • Microsoft 365 Modern Desktop Administrator • CCNA • CompTIA Security+, Network+, A+

Key Achievements

- Improved problem resolution time by 25% through refined incident and problem-management practices.
- Reduced recurring incidents by 40% through root-cause analysis and preventive strategies.
- Delivered cloud and infrastructure modernization projects aligned with business and corporate strategy.
- Enhanced client satisfaction by strengthening communication, transparency, and service consistency.
- Designed and implemented monitoring frameworks, improving system uptime and performance visibility.
- Built motivated, high-performing teams recognized for collaboration, capability, and continuous improvement.