**Curriculum Vitae**

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**Profile**: I am a young self-motivated individual determined to be successful in my chosen career. I have a great passion for emerging technologies hence I read Computer science in my First degree at the university with a successful outcome. I am presently exposed to Microsoft technologies, Microsoft Operating systems, Exchange servers, MS SQL database and Oracle database, and Software technologies including PowerShell, Python, C++, Data Analysis, Machine Learning, and Artificial Intelligence. I also have Working Knowledge of Microsoft Azure Cloud Technology and Network infrastructure.

**Education:**

Queen Mary University of London – M.Sc. Artificial Intelligence -09/2020 – 09/2021

**Awards:**

Microsoft Certified: Azure Data Scientist Associate

Google Certified: Data Analyst

Babcock University Nigeria- BSC Computer Science 09/2014- 12/2018

**Technical Skills:** Project Management, Statistical Reasoning, Active Directory, Server Room Maintenance, Remote Support, Diversity(Windows, Mac, Linux)

**Soft Skills:** Teamwork supporting VIP and Senior Management Teams, High Customer service Skills, Good Analytical Reasoning

**Work Experience**:

**Mahindra Advanced Design Europe (MADE)** - **09/2021 – 09/2022 –**

IT Support I was employed on a contract to provide IT support for the company. I work solo most times in the absence of an IT team. Although I got help from my senior IT experts colleagues based in India, I was the only technician on site. My tasks included logging queries, troubleshooting user pc, Installation of printers and other peripherals on the network, and setting up workstations for both pc and Mac. Being the only technician on site exposed me to all aspects of IT including networking, MS Office packages, web portals, Anti-virus packages, and other users’ desktop issues. I provided iPad and Mac OS support to VIPs as they were working more on the go. I Manage network switches with bad ports and Network printers including handheld devices.

**Standard Organisation of Nigeria- IT Support Engineer -08/2019 - 07/2020**

I was tasked to work on the organisation’s Servers, network infrastructure and telephone systems. I also work on PC incident management and progress the resolution of incidents to meet SLA targets. I had to ensure that all services and network systems are operating at optimum efficiency to maximise availability and reliability using monitoring methods and tools for all stakeholders in the organisation. To participate in the ongoing IT backup regime, including ensuring backup routines are appropriate for systems and are completed successfully as well as changing backup media where appropriate. Providing specialist advice and guidance to the department and users ensuring that policies and procedures are adhered too. To be active in the planning and implementation of policies and procedures to ensure that the service desk maintains its accreditation status and applies continuous service improvement.

**05/2017- 09/2017 Integrated Data Services Ltd (NNPC) -IT Helpdesk Officer**

I was employed on a contract basis as an IT Helpdesk officer to manage their helpdesk system. My primary responsibilities include taking calls from IT users and logging these calls on their call-logging system. To help resolve IT user’s issues relating to Password change, creation of New Accounts and granting permissions to network systems. I also allocate incidents to other specialist Engineers to resolve. Managing Group Calendars and the organisation’s email systems. Attend to external vendors and log requests for management approval.

Reference Available on request