

Enterprise Operation Center Analyst Enterprise Operation Center Analyst Enterprise Operation Center Analyst | IT Service Management | IT Operation support & Service Delivery Houston, TX

Over Ten years experience in Aviation / Airline Industry Over Ten years ' experience IT Relationship building, IT projects, Team/Peer mentoring, and product instruction. World-class Quality customer service delivery; Managed Service Providers with the ability to shape/measure Service Level Agreements and KPIs for external and internal purposes + Case and incident management (Salesforce and Service-Now). Troubleshooting/technical support of a broad range of IT infrastructure on-premises and cloud resources, data center implementations, migration to the cloud, networking, telecommunications, backup, security, and desktop management. Install, Configure, Manage, implement, and Administer Microsoft Windows OS, Server Management, Network Infrastructure, Active Directory Infrastructure Security, Project Management, IT Audit. IT security tester and control implementer required for promoting security awareness and ensuring compliance with the internal and external audit as it relates to SOX, HIPAA, ISO & NIST. Launch time-frames for major IT projects - system updates, upgrades, migrations, and outages. ITIL Foundation Coach, MCP, MCSA, MCSE (Microsoft Professional), CEH V7 (Certified Ethical Hacker), ITIL (Information Technology Infrastructure Library), Project Management, Cisco certifications. Two Masters of Science MSc (IT) Degree with Merit in Information Technology Strategic Planning, IT Management, and Leadership. Authorized to work in the US for any employer

Work Experience Enterprise Operation Center Analyst TechnipFMC, Oil and Gas - Houston, TX May 2019 to Present Over 5 years ITSM Service Management, IT Operation support & Service Delivery

Use SolarWind tool to maintain and improve responsiveness to an enterprise monitoring environment CIs (servers, switches, routers and appliances). Develop, create monitoring dashboards and alerts, develop alert thresholds and validating them with IT and Business owners, Integrates critical alerts with notification platform (Service Now), work with the various supporting team to ensure escalation of critical alerts are addressed in an efficient timely manner. Participates in cross-functional teams that contribute to the ITIL processes, standards, methodologies, and IT governance and make recommendations for new metrics, and KPIs. Interact with stakeholders to

ensure all proactive and reactive aspects of ITSM processes are followed, adhered to, improved, and meets the business expectations. Interpret metrics, participate in the development of appropriate actionable plans and, drive desired changes with clearly defined success criteria. Maintain major incident management on-call listing within ServiceNow and SendWord Now. Provide a command and control presence on technical bridges by driving and participating in a major incident (Skype for business, Teams, WebEx and Zoom). Coordinating with various support teams to ensure the actions taken by them leads to quick resolutions and root cause analysis performed. Send IT Alerts and internal executive communications to a global audience to provide accurate details of the incident and impacts to the business. Ensure IT risk management policies, procedures, and best practices are implemented and adhered to, particularly enterprise request and Incident Management procedures (based on the ITIL standard). ITIL Instructor Lone Star College - Houston, TX August 2018 to Present Over 5 years IT Service Management IT Service Delivery Risk Management Mentor and manage IT trainings to new and existing Techs/ IT professionals in the areas of: Train IT professionals / students on the ITIL Core Management Processes Incident & Problem management ITIL Core Processes Business Risk Management Relationship Management Business Process Improvement I ensure students understand and are able to apply ITIL best practices at their work places. Accountable for defining procedures and work instructions which support the end-to-end Incident, Problem & other Integration processes and responsible for executing communication and training of the same to all stakeholders. IT Customer Support Specialist Revention POS - Houston, TX July 2018 to January 2019 Over 5 years ITSM Service Management Respond to over 300 + customers' calls weekly in areas of: Resolve 95.2% of escalations related to SQL Database, Networking and Systems Administration troubleshooting and Support. Document new IT system processes/solutions and present to wider technical teams. Use the systems and devices provided, in order to turn around service issues as efficiently as possible. Perform credit card change of services (COS), Point of Sales (POS), virtual technician (VT), McAfee antivirus installations and configurations. Monitor and support ticket workflows while maintaining the documentation of problems and meeting Service Level Agreement Requirements for calls

answered and resolved. Security Technology Support Manager ArikAir Limited January 2013 to June 2018 Access Policy Manager, Application Security Manager and Local Traffic Administration

Reviews and approves requests for access to cleared computer systems Administering top level NetApp storage system. Working knowledge of Windows /Linux systems administration.

Develop, conduct, coordinate, and deliver site information systems security education program.

Identifies and documents unique local threats and vulnerabilities to classified information systems security. F5 Administration and Alto Firewall administration - Setting Up the BIG-IP System; Using NATs and SNATs to solve Routing Issues with SNAT; Configure Network Time Protocol (NTP) Servers

Supports company goals of continuous improvement and operational excellence at strategic and tactical levels including reviewing area of responsibility for improvement opportunities to initiate projects or communicate ideas to management as well as active participation on project teams.

IT Systems / Database Administrator ArikAir Limited August 2010 to June 2013 In-depth understanding and hands-on experience with AZURE, Microsoft Windows Servers, Active Directory, GPOs, Server Services, DNS, DHCP, Microsoft Exchange, Virtualization, Communications (Routers, Firewalls), Printing (Queues, Drivers)

Monitors and maintains system performance of enterprise servers. Provides technical assistance and training in operating systems, MS server maintenance, hardware platforms, network protocols, and vendor or third party utilities to information services.

Plans, installs, and tests application software in production and test environments. Assists in supporting and administrating organization databases, backups and data migration. Conducts tests of database changes according to guidelines with High performance computing cluster, storage systems, handle support tickets

Assists in the migration of databases between environments in accordance with change control procedures

IT Helpdesk / Network Administrator ArikAir Limited October 2006 to September 2010 Fully supporting, configuring, maintaining and upgrading corporate organization and users networks including house servers and using Panorama network security management tool

Provide support to the IT Service Desk and other IT personnel.

Highly proficient in the use of MS Word, MS Excel, PowerPoint and Outlook / O365. Provide second-level support for all computing issues, with a goal of meeting metrics aligned with IT

Customer Services' goals Installing and integrating new server hardware and applications and
Operating Systems. Education Masters of Science in Information Technology in Information
Technology Walden University - Minnesota, MN, US March 2015 to September 2017 University of
Lagos March 2008 to September 2010 Masters of Information Technology in Information
Technology MIT Bachelors in Computer Science & Education in Computer Science & Education
University of Benin Certifications/Licenses ITIL v3 Present Microsoft Certified Professional (MCP)
MCSE Present MCSA Present Certified Ethical Hacker (CEH) Present

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