

ADEKOJO ABIMBOLA

IT OPERATIONS

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WINNIPEG, MANITOBA

SUMMARY

IT operations professional with over 5 years of experience in maintaining and optimizing technology infrastructure. Proficient in server administration, network management and infrastructure design.

KEY SKILLS

Server Administration, Network Management, Microsoft Technologies: SCCM/MECM, Virtualization

PROJECTS

Webserver Creation using AWS – documentation available upon request.

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals, Microsoft Certified: Azure Administration (in progress)

AWS Cloud Practitioner: Foundational, Windows Server 2022: Manage, Monitor and Maintain Servers.

2024 - Present

IT Service Desk Analyst

Hatch

- Overseeing help desk administration (using Zendesk) daily
- Administration of Microsoft Entra (formerly AAD)
- Deploying software updates and remote management of over 20000+ devices globally through SCCM.
- Packaging over 20+ software versions via SCCM for deployment to our software center
- Developing scripts, approved by regional manager to enhance productivity such as (check windows bios)
- Collaborating with the security specialist to ensure compliance and maintaining existing architecture (Endpoint protection)
- Managing Microsoft Exchange and Office365 administration, working through over 30 tier 2 to tier 3 tickets while using Microsoft copilot for increased productivity.

2022 - 2023

Service Desk Analyst

Manitoba Agricultural Services Corporation

- Administration of Helpdesk system (making use of ManageEngine)
- Overseeing Active directory administration of over 250 staff using windows server and Azure.
- Creating and maintaining technical end user documentation and training materials, keeping the knowledge base up to date.
- Employing scripting skills to automate the onboarding process for new staff during growing season.
- Utilizing Chat-GPT to assistance in scripting and automation tasks.

2019 - 2022

Technical Support Specialist

Concentrix Inc.

- Resolving tickets via phone, chats or email
- Troubleshooting variety of issues including networking, account administration, and hardware replacement

Bachelor of Science, Computer and Information Sciences, General
University of Manitoba

IT Operations Diploma
Red River College