

ADOYI BONIFACE

adoyiboniface@gmail.com

07038287148, 081714488

Opp. Baban Sas House, Damboa Road, Maiduguri, Borno State,
Nigeria.

EXPERIENCE

01/2022 – Present

✓ **INTERNATIONAL RESCUE COMMITTEE (IRC)**

Post: IT Assistant

Responsibilities

- Desktop, laptop and general hardware installation and maintenance.
- Troubleshooting, upgrading, and resolving hardware, connection, printer, copiers, scanners, drivers, and general software issues.
- Monitoring the internet connection and bandwidth ensuring that Service Level Agreements with the ISP are adhered to for all sites.
- Monitoring the server room to ensure the air conditioner, inverter/ electrical backup is functioning properly.
- Safeguarding IRC data by use of security policies and procedures, and implementing a backup and recovery procedure.
- Managing/Troubleshooting the Server, Mikrotic, Meraki radios, VSAT, Cisco Switches, TP links, Unifi Access Points, Cables, POEs and other devices during network downtime.
- Performing cloud storage/ back-up, collaboration, and retrieval on Box drive for staffs.
- CCTV Support for the security and safety team i.e Footage backup from NVR, Screen display, etc.
- Weekly/ Monthly Technical reporting.
- Re-imaging/ Installation of Microsoft Operating systems, 365 Applications suite, and troubleshooting.
- Providing proactive and responsive support to all end-users including field offices through the helpdesk ticketing system that keeps track of the regular support issues for further improvements.
- Conducting staff training on computer basics, use of MS Office 365 and other productive tools and applications as used in IRC.
- Ensuring delivery of client Microsoft Outlook setup and troubleshooting outlook issues and webmail access.
- Ensuring preventive maintenance of computer equipment according to the policies in place and after consultation with the ICT coordinator.
- Working with the Asset Controller to take inventory, document and maintain all IT equipment/systems information.
- Assisting the procurement team under the guidance of the IT Systems Administrator to provide specifications on IT Equipment/Systems purchases.
- Data/ Inventory Management both Network and offline.
- Network Administration i.e monitoring the network against unauthorized users, connecting authorized user to the network, blocking unknown devices on the network and technical reporting.
- Certifying items purchased and store releasing them from the warehouse.
- Enrolling staff's digital signatures.
- Upgrading and Migrating staff's profile to the Organization's Domain.
- Troubleshooting LAN downtime.
- Issuing hardware components like mouse, charges, headphones, projectors etc. to staffs and supporting the setup.
- Configuring Laptops, Smartphones, Tablets, Desktops etc. for new hires.
- Email/ Password setup for new hires.
- Supporting Staffs for Password reset and email enrollment. Etc

03/2021 – 01/2022

✓ **MARSHAL TRAVELS AND TOURS**

Post: IT MANAGER

Responsibilities

- Desktop and laptop, general hardware installation and maintenance.
- Managing the Organizations Website and social media platforms.
- Troubleshooting and resolving hardware, connection, printer, copiers, scanners, drivers, and general software issues.
- Re-imaging/ Installation of Microsoft Operating systems, 365 Applications suite, and troubleshooting.
- Conducting staff training on computer basics, use of MS Office 365 and other productive tools and applications as used in the Organization.
- Troubleshooting/Managing/ Monitoring the Local Area Network (LAN).
- Enrolling staff's digital signatures.
- Configuring Laptops, Desktops, Smartphones, Tablets etc. for new hires.
- Email/ Password setup for new hires.
- Supporting Staffs for Password reset and email enrollment. Etc

06/2021 – 12/2021

✓ **AVIAT NETWORKS**

Post: Network Operation Center (NOC) Engineer.

Responsibilities

- Handling the Helpdesk/Front Desk technicalities.
- Data gathering/ Evaluation/ Preparation of daily outage reports.
- Monitoring and troubleshooting the sites/locations the company (9Mobile, MTN, private Organizations etc.) is managing for Network alignment, fibre, VSAT, Radios or power outages.
- Escalating outages.
- Assigning an onsite Engineer or rigger within the location of outage to go and fix the outage.

05/2019 – 03/2021

✓ **BLUE DIAMOND SOLUTIONS**

Post: IT OFFICER

Responsibilities

- General Hardware installation and maintenance (Laptops, desktops, printers, etc.).
- Software/ Operating system installation and maintenance (Windows XP, 7, 8, 10 etc).
- Issuing technical advice/ support on the choice of device configuration to purchase to clients and organizations.
- Troubleshooting Networks and internet connectivity.
- Password resets, different account creations, anti-virus assistance, Microsoft Office 365 support.
- Intense Troubleshooting and resolving hardware connection, printer and software issues.
- Sale and replacement of Laptops, desktops and other accessories.
- Support and guidance for users.
- Maintenance of IT business contacts
- Administration and reporting.

06/2018– 04/2019

✓ **NASCOMSOFT EMBEDDED**

Post: Embedded Systems Intern

Responsibilities

- Design and construction of Electronic Projects.
- Programming microcontrollers.
- Interpreting and implementing circuit designs.

09/2016– 03/2017

✓ **ARMED FORCES COMMAND AND STAFF COLLEGE HEADQUARTERS**

Post: IT Intern

Responsibilities.

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Website and social media management.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.
- Providing technical support to military Officers during their CBT Based Examinations.

EDUCATION

- **B.ENG. COMPUTER/COMMUNICATIONS ENGINEERING, ATBU BAUCHI** **2014 –2019**
Bachelor of Engineering – (Second Class Upper Division (4.23/5.00 CGPA))
- **AFSC DAY SECONDARY SCHOOL, JAJI, KADUNA.** **2005-2011**
Senior School Certificate (WAEC)
- **COMMAND CHILDREN SCHOOL, JAJI, KADUNA STATE.** **1999-2005**
First School Leaving Certificate

CERTIFICATES

- Certificate of Completion: Hardware, Networking & Software Repairs & maintenance (CompTIA A+).
- Certificate of Completion: Project Management Essentials.
- Certificate of membership: International Association of Engineers (IAENG)
- Certificate of Membership: Nigerian Society of Engineers (NSE).
- NYSC Discharge certificate.
- Diploma in Web Design and Hosting.
- Diploma in Python Programming.
- Certificate of Membership: Association of Computer and Communication Engineering.
- Diploma in C++ Programming.
- Certificate of Attendance: Arduino 101 Short Course.
- Certificate of Excellence: Dean's Pass List.
- Diploma in Computer Application and data processing.

SKILLS

- Excellent Leadership, time management and Teamwork skills.
- Ability to work harmoniously with colleagues in cross cultural contexts.
- Excellent Troubleshooting/ Problem solving skills.
- Strong technical writing/documentation skills.
- Good interpersonal relation.
- Ability to work with limited supervision and exercise independent judgment in problem-solving.
- Ability to work under pressure
- Excellent in verbal communication and report-writing skills.
- Ability to multitask.
- Proven sense of professional discretion, integrity, and ability to manage situations diplomatically and to effective resolution.
- Good Project Management skills.
- Ability to work with minimal or no Supervision.

REFEREES

Engr. Agboola Babalola Abraham
Blue Diamond Computers.
bluediamondofficial2012@gmail.com
08060809133

Engr. Nasiru Abdulsalam
NASCOMSOFT Embedded.
nasiruabdulsalam@nascomsoft.com
08134606211

Engr. Abdusalam Mustapha
Aviat Networks.
Abdusalam.Mustapha@aviatnet.com
08080238272, 08060016689