Afolabi Ojelade

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OBJECTIVE

Multi-faceted, efficient, and reliable IT Professional with over 5 years of proven expertise in delivering comprehensive technical support and solutions. Adept at identifying, diagnosing, and resolving complex technical issues across diverse hardware and software platforms. Recognized for exceptional problemsolving skills, effective communication, and a customer-centric approach to providing efficient IT services.

SKILLS

- Web development, Product Design, Content Management, Active directory management, Networking, Office 365 applications, Effective Communication, Problem-solving and Critical thinking, Teamwork and Collaboration, Adaptability and Flexibility, Time management and Organization, Attention to Detail, Assertive and goal oriented.

EXPERIENCE

08/2021 - 07/2023

- **System Administrator**
Ogilvy Istanbul
• Manage Active Directory, including user account creation, group policy management, and system access control.
• Provide technical support and timely resolution of system issues, including hardware and software problems, to ensure minimal disruption to operations.
• Conduct routine system and network audits to identify vulnerabilities and implement appropriate security measures.
• Stay up-to-date with industry trends and emerging technologies to recommend and implement innovative solutions that enhance system performance and security

01/2019 - 08/2019

- **IT Executive**
Ogilvy Nigeria
• Administer, monitor, and maintain Windows and Linux-based server environments, ensuring high availability, security, and optimal performance.
• Provide technical support and timely resolution of system issues, including hardware and software problems, to ensure minimal disruption to operations.
• Conduct routine system and network audits to identify vulnerabilities and implement appropriate security measures.
• Manage Active Directory, including user account creation, group policy management, and system access control.
• Collaborate with cross-functional teams to design and implement new IT infrastructure solutions based on business requirements.
IT Help Desk Technician

09/2015 - 12/2018

- **IT Help-desk Technician**
Scanad Nigeria Limited
• Provide technical support and timely resolution of system issues, including hardware and software problems, to ensure minimal disruption of operations.
• Administer, monitor, and maintain Windows and Linux-based server environments, ensuring high availability, security, and optimal performance.
• Manage Active Directory, including user account creation, group policy management, and system access control. Perform regular system backups and implement disaster recovery procedures to minimize downtime and ensure data integrity.
• Ensure smooth operation of all systems in the organization.
• Implementation of security measures, user access controls, antivirus software, and intrusion detection systems.

04/2013 - 08/2015

- **IT Support**
Access Bank Plc.
• Support end users physically or via telephone, Skype chat and remote access.
• Resolve first level issues, antivirus updates and carry out task instructed by the line manager or management.
• Monitoring of equipment in the data center using a dedicated URL.
• Implement IT security policies and compliance for all system on the network.
• Smooth functioning of the systems and network in the branches.

EDUCATION

2017
- **Crescent University**
  Bachelor of Science in Computer Science
  3.73

2021
- **Altinbas University**
  Masters in Information Technology
  3.86