

Afolabi Ojelade

ojeladeafolabi@gmail.com

Linkedin.com/in/afolabi-Ojelade

+2347033125904

Lagos, Nigeria.

Summary

Experienced and dedicated system Engineer with over 6 years of proven expertise in delivering comprehensive technical support to enterprise customers in Microsoft 365 and other IT related services, solving 96% of issues. Adept at identifying, managing, training, and resolving Microsoft 365 cloud services such as SharePoint, Microsoft Teams, M365 Security, Azure, One Drive, and possess substantial knowledge in Microsoft Power Platform. I am proficient in managing Windows, Linux, Virtualized servers (Hyper-V and VMware), mission-critical IT environments and using Enterprise Backup solutions like Verita, Networker/Data domain. Recognized for exceptional problem-solving skills, effective communication, and a customer-centric approach to providing efficient IT services.

Experience

M365 Freelance support Engineer

Upwork • Remote

09/2023 – Till date

- Manage critical issues by setting customer expectations, devising, and implementing action plans, and professionally communicating to all parties involved.
- Act as the primary technical contact, deliver advanced technical troubleshooting and problem-solving solutions for corporate customers including, issues escalated to the highest level of management.
- Ensuring the operational health of the SharePoint online environment including security, availability, performance, interoperability, and reliability
- Administration, support, and configuration of MS Office O365 for staff
- Design, maintain, and troubleshoot Active Directory group policies, virtual servers, DNS and DHCP
- Build and configure Windows and VMware servers
- Provide support activities for operations to ensure the security and stability of the environment
- Participate in Business Continuity Planning and Exercises as needed
- Assist the Database Administrator and Network Administrator in developing and implementing plans for new enterprise applications

System Administrator

Ogilvy Istanbul • Sisli, Istanbul, Turkey.

08/2021 - 07/2023

- 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.
- Performed installations, configuration, update /upgrade the operating system, cluster, firmware, and Hardware for the existing infrastructure.
- Administration, support, and configuration of MS Office O365 for staff
- Conduct routine system and network audits to identify vulnerabilities and implement appropriate security measures.
- Migration of file servers, SharePoint OnPrem, Drobox, Box, Google Drives to SharePoint Online/OneDrive.
- Collaborate with Database Administrator and Network Administrator in developing and implementing plans for new enterprise applications.
- Stay up-to-date with industry trends and emerging technologies to recommend and implement innovative solutions that enhance system performance and security.

IT Executive

Ogilvy Nigeria • Victoria Island, Lagos, Nigeria.

01/2019 - 08/2019

- 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.
- Administration, support, and configuration of MS Office O365 for staff
- Performed installations, configuration, update /upgrade the operating system, cluster, firmware, and Hardware for the existing infrastructure.
- 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.
- Participate in Business Continuity Planning and Exercises.

IT Help Desk Technician

Scanad Nigeria Limited • Victoria Island, Lagos, Nigeria

09/2015 - 12/2018

- 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.

IT Support

Access Bank Plc • Victoria Island, Lagos, Nigeria

04/2013 – 08/2015

- 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.
- Provide support, and configuration of MS Office O365 for staff.
- 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.
- Application installation, Operation and maintenance of Windows PC, windows server 2008 and 2012.
- Perform related duties as assigned.
- Data backup and recovery

Education

Masters in Information Technology

11/2021

Altinbas University

Mahmutbey, Bagcilar, Istanbul, Turkey.

Bachelor of Science in Computer Science

08/2017

Crescent University Abeokuta

Abeokuta, Ogun state, Nigeria.

Higher National Diploma in Electrical and Electronics Engineering

09/2011

The Polytechnic Ile-Ife

Ile-Ife, Osun state, Nigeria.

Training and Certifications

- ✓ Technical Support Fundamentals
- ✓ Front-end Development – HTML
- ✓ Ethical Hacking – Mobile Platforms and Network Architecture
- ✓ Foundation of Cybersecurity - Google
- ✓ Cloud Foundations – Advanced
- ✓ Diploma in Hardware Engineering
- ✓ Graduate member of Computer Professional of Nigeria
- ✓ CompTia A+ (In view)

Professional Skills

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| • Office365 Administration and support | • Effective Communication |
| • Active Directory Management | • Problem-solving and Critical Thinking |
| • SharePoint Online Administrator | • Teamwork and Collaboration |
| • SAP Proficiency | • Adaptability and Flexibility |
| • Web Development | • Time management and Organization |
| • Product Design | • Attention to detail. |
| • System Administrator | • Assertive and goal oriented |
| • SQL Database Administrator | • Content Management |
| • Technical Support | • Customer Satisfaction |
| • Networking | • Call Center |