

Aluko, John Oluwasegun

17, Hassan Idowu Surulere Lagos
+2348026603686, +2347064466747
alukojohn@yahoo.com

WORK EXPERIENCE

May 2022 – Present

Position:

Transnational Corporation Plc

IT Projects and Operations Manager

My key responsibilities include:

a. IT Projects management

- Developing detailed project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Stakeholder and Vendor Management - Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Serve as a Liaison and as a source of consistency throughout a project between the Software team and other departments, fielding questions and providing information for everyone involved.
- Provide Solution architect function by getting involved in Project from design and planning stage, analysing and documenting requirements
- Ensure that all projects are delivered on-time, within scope and within budget - Develop a detailed project plan to track progress
- People Management experience - Resource availability and allocation
- Use appropriate verification techniques to manage changes in project scope, schedule and costs
- Measure project performance using appropriate systems, tools and techniques
- Report and escalate to management as needed
- Perform risk management to minimize project risks
- Create and maintain comprehensive project documentation
- Effectively communicate insights and plans to cross-functional teams and management members.
- Understand and communicate the financial and operational impact of any changes.
- Improve systems by studying current practices, designing modifications, and providing solutions to business-related problems with the use of technology.
- Research, analyze and create informative, actionable, and repeatable reports that highlight relevant business trends and opportunities for improvement

b. IT Operations Management

- Maintain and optimize company servers and networks.
- Be responsible for device and password management
- Oversee data backup and system security operations (e.g. user authorization, firewalls, patch management)
- Manage installations, upgrades and configurations of hardware and software
- Assess system performance and recommend improvements.
- Resolve issues escalated by technicians and engineers.
- Ensure data is handled, transferred or processed according to legal and company guidelines
- Provide support and guidance to stakeholders via help desk.
- Control costs and budgets regarding IT systems.
- Manage contracts with vendors (e.g. development platforms, telecommunication companies, password managers) and software licenses.
- Develop IT policies and practices.

Aug 2013 – May 2022

Transnational Corporation Plc

Position:

IT Administrator

My key responsibilities include:

a. IT Administration, Strategy, Innovation & Cost Management:

- I oversee the management, deployment, monitoring, maintenance, development, upgrade, and support of all the IT Infrastructure of Transcorp Plc and provide weekly IT reports to management.
- Evaluate, analyze, and make recommendations for the improvement and growth of the IT infrastructure to increase efficiency and company profit.
- Work with stakeholders to define business and systems requirements for the implementation of cost-effective IT solutions to improve business processes and efficiency.
- Develop budgets and reduce IT overhead costs through cost-effective IT solutions.
- Develop business case justification and cost/benefit analysis for IT spending and initiatives.
- Negotiate and recommend best-value vendors for IT spending and Projects.

b. IT Security, Disaster Recovery, and Patch management

- Develop and implement security policies, protocols, and procedures to ensure no security breach across all platforms.
- Ensure all systems, including servers and software, are adequately patched and up to date to guard against new virus threats.
- Implement a data backup process and support of all staff systems, servers, websites, and applications for business continuity.
- Manage all networks including local, cloud, IS security and applications/software.

c. IT Governance & Compliance

- Develop and ensure compliance with all IT policies and procedures including those for system usage, security, disaster recovery, change management, and service provision.
- Ensure IT compliance and security protocol are up to date.
- Manage and evaluate IT projects with vendors and stakeholders.
- Review SLAs with vendors and ensure compliance from vendors.
- Conduct post-implementation review and roll-out plan.

Selected Achievements:

- Successfully oversee the IT infrastructure of Transcorp and its subsidiaries consisting of over 600 employees.
- Planned, migrated, and administer users to cloud services including Microsoft 365 and Azure cloud solution
- Led the Transcorp team responsible for the successful development of its hospitality digital platform ([Aura](#))
- Designed, developed, and deployed clock-in/out app for the automation of recording staff attendance.
- Successfully manage technological strategy, resources, and budget across Transcorp group.
- Provided technical advice and IT user support via automated helpdesk system to over 600 diverse users across the group.
- Championed process improvement solutions through automation, and ownership of several successful digitalization transformation projects.
- Designed and executed an online booking solution to increase hotel (Calabar) revenue.
- Seamlessly planned and successfully executed Several IT Projects (Network upgrading, License manager, application development, Structured cabling, Wireless AP, firewall integration, etc.) within budgets, time, and scope constraints.
- Successfully moved all users from Google workspace to Microsoft 365 solution with no downtime or service disruption.
- Successfully managed a pool of distributors, OEM, vendors, and service providers.
- Designed and implemented the configuration, installation, and integration of IT devices including Cisco, Palo Alto, Mikrotik etc.
- Developed and implemented IT Policy manual and procedure for the entire group.
- Implemented cost-saving solutions and measures through contract renegotiation to reduce overhead IT spend across the group by 30%
- Implemented and supported all inhouse applications and ERP systems: INFOR Sunsystems, Microsoft 365, Azure cloud service, and all web portals.

- Planned and coordinated the setup of a modern data center: “Raised floor, Racks, FM 200, Cooling system, alarm/alert system” successfully within budgets.
- Developed a complete Business Continuity Plan (BCP) that includes a Disaster recovery plan, Network Redundancy, and replication.

July 2012 – Aug.2013

Hyperia Limited (Internet Backbone/Service Provider),

Position:

Technical Operations Engineer, NOC

Responsibilities:

Basic responsibilities include monitoring operations of all network links and devices, giving technical support to the installation engineers, ensuring continuous operation of servers and services, providing quality support for network users, troubleshooting of all network and system related problems, opening cases to track and document resolution of problems.

Mar. 2011 – June 2012

TTC Mobile Ltd (A Transfer Technology Company)

Position:

Telecom/Network Trainer

Responsibilities: Implemented and provided practical oriented training on -

- **Network :**
CAT5 patching/installing/Configuring. LAN/WAN, TCP/IP technologies such as Frame-Relay, DHCP, Ethernet, RIP, OSPF, and EIGRP, Setting up and Configuring LAN, involving creating MS Active Directory, adding computers to domain, creating users on the active directory , giving them log on time and managing such users on the client server network,
Installing, Configuring and Troubleshooting Cisco 2950, 2600, 3700 and Broadband/Wireless Network Solution. Implemented Security on routers, switches and basic LAN security
- **NOC Management:** Basic NOC operations, Network Monitoring Systems like PRTG, Whatsupp Gold etc and also Troubleshooting Techniques.
- **VSAT:** Assembling of Outdoor Unit (ODU) from LNB, Feed horn, BUC e.t.c Installation involving setting of azimuth, elevation and Tracking of signals using compass, inclinometer. Configuration of the IDU (modem), and connecting it to a router where necessary, to provide internet connection.
- **Fiber Optics** Design and Implementation.
- **VoIP** Design and Configuration, using soft phones and ip phones with an SIP server, Cisco Routers and Dlink router.
- **VPN** Design and Configuration using Windows 2003 and 2008 Remote dial up VPN server service, Cisco and Dlink router configurations.
- **System Engineering:** Troubleshooting, Configuration and Repair of Personal Computers (both Laptops and Desktops)
- **GSM Engineering:** Installation, Configuration, Integration and Commissioning PDH/SDH, Alcatel Evolium A9100 and Sony Ericsson RBS 2216
- **RF Engineering:** Installation, Configuration and Navigating through the ISPAIR Base Station (5GHz Radio), Linksys Access Points (2.4GHz), Cisco Aironets Access Points (1400, 350 series) and Ubiquiti Access Points (2.4Hz)
- **Virtualization:** Installation, Configuration of different Virtual Machines (both Servers and Client Operating Systems), using VMware Server Console/Workstation and Virtual Box, and Networking them with Real Networks.

Sept. 2010 – Dec. 2010

Art armar trA Ltd (Cisco Network Academy)

Position:

IT Systems Consultant

Responsibilities:

- Networking, Configuration and Maintenance of Computer (Both Laptops and Desktops) Systems.
- Computer Engineering / Computer Graphics Instructor.

July 2009- June 2010

National Youth Service Corps (NYSC)

Government Day Secondary School Mazoji, Matazu, Katsina State

Position:

Teaching (Mathematics and Computer studies)

Feb. 2009- June 2009

Levi Webster Ltd.

(A leading Telecom Implementation/Service Company)

Position:

Field Support Engineer

Responsibilities: Oversees the

- Installation of Nokia Siemens Network (NSN) equipment such as Flexi Edge BTS, SRA-4 PDH Radio (7G &

13G), Eltek of different configuration including Commissioning.

- Installation of Alcatel Indoor Equipment such as BTS, BSC, Rectifiers.

Jan. 2008- Jan. 2009

Rayland Technical Company

Position:

IT Systems Consultant

Responsibilities:

- LAN Structure Cabling for Metropolitan Area Network,
- Installation, Configuration and Commissioning of Access Point such as Linksys routers, Cisco Aironet, Ubiquiti devices 2.4GHz for WLAN.
- Terminating network cables on patch panels.
- Networking, Configuration and Repair of Computer Systems (Both Laptops and Desktops)
- Installation and Configuration cisco routers (c2600, c2800,c3600 series) and catalyst switches (1900,2900)

MAJOR PROJECTS HANDLED

- **Transcorp Plc** – Designed and developed a Clock-in/out Application to automate staff attendance at work for over 500 staff using PowerApps, SharePoint, and Microsoft Flow. (June 2021)
- **Trans Afam Power Limited** –Project Manager/ Lead Implementer – Single-handedly train, set up, and onboard 170 staff on Office 365 (May 2021).
- **Aura By Transcorp Hotels** – Transcorp Team lead (Technical) responsible for the Design and Development of [Aura](#) Digital Platform (May 2021)
- **Transcorp Plc** – Project Manager, Upgrade and Migration of ERP infrastructure from Rackspace to Azure. (April 2019)
- **Transcorp Plc** – Project Manager, Migration of staff email from Google Apps to Office 365. (Aug 2017)
- **Transcorp Power Limited** – Project Manager - Setup and migration of over 160 staff from the old email platform (webmail) to office 365 platform (2015)
- **Arrive Alive Diagnostic Center** – Design, configured and integrated Active Directory systems and Exchange server etc.
- **Ughelli Power Plc.** – Project Manager, Design and Implementation of Cisco VOIP Solution for the plant. (April 2015)
- **Ughelli Power Plc.** – Project Manager, Design, implementation and deployment of the plant's Network (LAN/WLAN) Infrastructure. (February 2014)
- **MRS Group Oil & Gas** – Deployed and Implemented secure and redundant Internet connection with Cisco ASA 5510 and Cisco 2821 ISR and Provided designs and project plans for future expansion of enterprise network and management. (June 2013)
- **Airtel Nigeria** - Tele-Apps Onsite Engineer, Supervised and Provided Technical Support for the Airtel Voice Portal Project (Contact Center) at Airtel MSC in Benin City -Nigeria (May 2013)
- **Pinnacle Oil & Gas** – Deployed Gigabyte Network implementation using Cisco 2900 series router , Catalyst 3560 switches ASA Firewall 5500 series and Active directory on Server 2008 Enterprise edition (Sept. 2012)
- Installation of NSN Flexi Edge BTS Equipment for both Indoor & Outdoor, Antennas for Etisalat Network at North Bank, Markudi, Benue State (May 2009)
- Installation of Alcatel Indoor and Outdoor Equipments such as BTS, BSC, Rectifiers, Antennas, for Etisalat Network at Ugehli in Delta state and Ondo state (May 2009) *Team leader*
- Installation, Alignment and Commissioning of NSN SRA-4 Equipment at Bida, Niger State for Zain Network (April, 2009)
- Computer/Software Installation, Network Configuration and Troubleshooting of:
 - Harris Philip International Ltd. (March 2012)
 - Boniwuji Cyber World
 - Saint's Paul Cybercafé

CONFERENCES AND TRAINING ATTENDED

- | | |
|---|------|
| ➤ Advanced Cyber Resilience & Digital Analytics - Forbes Networks Media, US. | 2021 |
| ➤ Emergency First Aid at Workplace – Hybrid HSE, Lagos Nigeria | 2021 |
| ➤ SharePoint: Migrating from Designer to Power Automate, LinkedIn | 2020 |
| ➤ Certified Information Security Manager Training – Philips Consulting, Lagos Nigeria. | 2019 |
| ➤ Basic Management Process – Tom Associate, Lagos Nigeria. | 2019 |
| ➤ Avaya IP Telephony Training – Tele-Apps India Pvt Ltd, Chennai, India. | 2015 |
| ➤ Africa Together Program – International Data Corporation, Nairobi Kenya | 2015 |
| ➤ Sunsystems INFOR 10 Administrator Training, Lagos Nigeria | 2014 |

ADVANCED TECHNICAL SKILLS AND KNOWLEDGE AREAS

Software/OS/: Cisco IOS Releases 11.x – 15.x, Junos OS version 9.x - 11.x, Linux (RedHat, Ubuntu, Debian), Windows Application 10, Windows 7, Windows Server 2019, 2016, 2012, 2008, Exchange Server 2019, 2016, Microsoft 365 (SharePoint, PowerApps, Microsoft teams, Office Planner, Outlook, Office suite, OneDrive), Skype for business, Linux (RedHat, Ubuntu, Debian), HP Open View. (HP Network Node Manager), Nessus, Nmap, Wireshark, Superscan4, PRTG, Kiwi syslog server, Allot, Google Apps for Business/Works, Zoom, TeamViewer, Anydesk, Tight VNC WhatsupGold, IPscanner, Microsoft Azure Cloud service, Amazon Web Service.

Programing : Python, JavaScript, jQuery, Django, Flask Bootstrap, MySQL, WordPress, MSSQL, CSS and HTML
Language
& Framework

- Experience in Cloud technologies Microsoft Azure and Amazon Web Cloud Services.
- Experience in IT Strategy and transformation
- Good Communication and Interpersonal Relationship

Marital Status: Married

Date of Birth: 12th June 1984

REFEREES

Available on Request