Ayodeji Onayinka

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2nd Line Technical Engineer | Cloud Support Engineer | Systems Administrator |

A reliable customer-focused IT Analyst with a broad range of operational and IT technical skills. Regular contribution of ideas and solutions for changes to IT helpdesk processes and quality procedures brings about significant progress within the Technical Team. A good team player with an excellent proactive approach to problem-solving and very focused on implementing the team's collective goals. Currently seeking new career challenges to make significant contributions in a goal-driven environment which offers responsibility with scope for further development. Well-versed in various cloud technologies, security best practices and industry standards for effective IT Governance.

Technical skills

- Programming Languages: PowerShell, HTML5, CSS3, JavaScript
- Server Management: Linux, Windows
- Network: TCP/IP,DNS,DHCP
- MS Office, Office 365, Active Directory, Exchange, Microsoft Intune.
- Version Control: Git
- Cloud Platforms: AWS, Azure

Skills

- Good knowledge and understanding of complex systems & ability to identify risks and areas of improvements.
- Working knowledge of Linux distributions such as Ubuntu.
- Experience with Identity & Privileged Access Management using Azure Active Directory (AAD).
- Experience in Windows 10 device deployment & management using Microsoft SCCM, Intune platforms.
- Experience of provisioning and managing cloud infrastructure in Microsoft Azure & Amazon AWS platforms.
- Experience with Virtualisation technologies such as, VMware and Hyper-V.
- Experience in conducting security awareness programs & training such as phishing, password security.
- Excellent communication skills (written and verbal) & experience working with C-level and diverse groups.
- Excellent organisation and documentation skills

Education & Accreditation

Bachelor Of Arts: Architecture, University of Anglia,
BTEC Level 3 Extended Diploma IT, Shooter Hill Sixth Form

Professional Experience

Travelopia Holding Limited, UK
Technical Engineer   **Nov 2022 – Dec 2023**

- Successfully addressed user issues related to Office 365, Windows Server, Azure AD, SharePoint, and Teams while minimising disruption to daily operations.
- Collaborated with senior engineers to facilitate system upgrades, migrations, and the seamless implementation of new technologies.
- Developed PowerShell scripts for the Intune onboarding process of new laptops, contributing to efficient and standardised device management.
- Oversaw Multi-Factor Authentication (MFA) and identity-related services, implementing and maintaining robust security measures to safeguard organisational assets.
- Streamlined approval processes by creating flows in Power Automate, enhancing workflow efficiency.
- Provided adept technical support for SharePoint users, promptly resolving hardware and software-related issues.
- Implemented and managed security systems, including Cisco Meraki, to ensure a secure and compliant IT environment.

- Installed and configured printers, adding them to the Print server for network broadcast and optimizing printing capabilities.
- Effectively troubleshooted and resolved networking issues encompassing DNS, DHCP, TCP/IP, LAN, and WAN connectivity, ensuring seamless and reliable network performance.

WaterAid, UK
2ⁿᵈ Line Technical Engineer   **Jan 2022 – Nov 2022**

- Create users and manage permissions in Active Directory.
- Monitor network infrastructure across departments, ensuring connectivity with reasonable bandwidth.
- Configure Windows Defender for maximum protection.
- Manage and configure mobile devices using Intune (iOS and Android).
- Support Microsoft Office 365 Admin Centre & On-Premises Exchange – Licensing, Mailbox permissions, and email security.
- Contributed to the development and maintenance of cloud support documentation, knowledge base articles, and best practices.
- Effectively troubleshooted and resolved cloud-related problems and incidents, ensuring minimal impact on operations.
- Stayed current on emerging threats and industry best practices to enhance cybersecurity measures continuously.
- Handle endpoint management, including MDM and Autopilot devices.
- Provide comprehensive support for staff's mobile devices, Wi-Fi, VPN access, and application-related issues.
- Liaise with third parties regarding issues, services, and products. Procurement/tracking.
- Set up conference meeting rooms and support projectors for quality voice and video on Teams or Zoom.
- Implement and manage security solutions, including firewalls, intrusion detection systems, and endpoint protection tools.

Team ITG UK
Desktop Engineer/Network Administrator   **Sep 2020 – Dec 2021**

- Administering Active Directory/LDAP directories, GPO settings, domain controller, group policy, site services, and adding a custom UPN suffix in the Active Directory Domain and Trust Console.
- Managing Microsoft Office 365 Admin Centre & On-premises Exchange mailboxes, migration, and support, including account synchronisation & licensing, mailbox permissions, and email security.
- Handling email encryption, creating/managing Teams, and processing SharePoint requests.
- Providing support for Office 365 suites - Skype for Business, OneDrive, & Office 365 Pro Plus. Creating new task sequences, packaging and injecting drivers into task sequences, and deploying user applications in SCCM. Utilising configuration manager to trace, find, analyse, and resolve deployment problems. Creating Windows 10 build and capturing the task sequences.
- Offering Azure Cloud platform support for users and devices, such as setting up multi-factor Authentication (MFA) and enabling, disabling, and adding rules to users' MFA service settings.
- Administering BitLocker Encryption on Windows Clients using Group Policy.
- Performing Windows server administration tasks, including AD, DNS, DHCP, file storage, complex permissions, and application software installation.
- Resolving various networking issues, both on the user end and in server rooms, including panel patching, server backups, and restoration.
- Maintaining detailed records of new installations and related licenses.
- Installing new hardware and software to meet system specifications and user needs.
- Investigating reports of system errors, attempting to reproduce problems, and tracing faults.

Maidstone and Tunbridge Wells NHS Trust, UK
Senior IT Technician   **Aug 2019 -Sep 2021**

- Providing 2nd line technical support for Desktop and Laptop issues to staff onsite and offsite (WFH) using SCCM tool
- Resolving and prioritisation of tickets on ServiceDesk in line within the agreed SLA
- Installing and configuring Sunrise for EPR implementation
- Desktop refresh and Floor walking to fix issues with Sunrise
- SCCM software install/uninstall
- Creating and adding of users to the new domain via Active Directory
- Making sure user's email boxes are migrated to Office 365 from Exchange
- Imaging, Configuring and deployment of laptops and Desktops for the use of Sunrise
- Configuration of iPads and Mobile devices for EPR
- Upgrading all machines to SSD
- Configuring laptops and WFH devices for VPN using Cisco Anyconnect and BMS app

HMD Global, UK
2nd Line Support Engineer   **Jan 2019 - Aug 2019**

- Hardware and software deployment -desktop, pc, Windows 7, office 2010 ,365 for over 3000 users
- Installation, Moves, Ads, Changes (IMAC) floor moves and support and desk replacements
- Installing and Configuring Avaya phones and conference phones
- Migration, deploying application using SCCM
- Application support, MS suite, Outlook signature, Office 365, Exchange and Active directory
- Supporting MFD printers and peripherals
- Field support request from all users; both in person and over the telephone
- Supporting staff's mobile phones android, iPad, Surface pro, Wi-Fi, Sms passcode and VPN Access
- Hardware Repair Break/Fix with laptops and desktops
- Installing and configuring various specialist software and applications

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Reference
Available upon request