**Aderoba J. Adedayo**

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**EXECUTIVE SUMMARY**.

An experienced Application support Analyst with excellent troubleshooting skills and ITIL certified , knowledge in SQL, unix/linux e.t.c

An experienced telecoms network engineer and project coordinator with hands-on experience, knowledge and expertise in switch operations, network rollout (2G/3G/LTE) and expansion, network integration, customer management, quality assurance and project management

**EDUCATION**

**Bachelor of Science 2012 - 2016**

Crawford University. **CGPA**: **3.23/5**

**2019 - 2021**

**SKILLS**

* Experience in Ericsson Evolved Packet Core
* Knowledge of IMS
* Knowledge of Network surveillance tools (OSS, U2000, SOEM, PRTG, AIS LIVE)
* Good knowledge on Trouble ticket platform (Summit - ITSM), Zendesk
* Troubleshooting and resolving hardware/software network related problem.
* Good interpersonal skills: self-motivated, flexible, performance driven, strategic and logical thinker.
* Inventory and stock management for Enterprise Resource Planning (ERP)
* Microsoft Dynamics 365
* Good problem-solving skills.
* Ethical conducts.
* Team co-ordination.
* Knowledge of Telecommunications Process Standards
* My SQL
* Microsoft Power BI
* Change management
* Microsoft SQL
* Maintenance and Support of Windows server
* SQL
* ITIL practice
* TCP/IP
* Data Modelling
* Linux/Unix
* Python
* JavaScript
* React
* React-native

**ACHIEVEMENTS**

• Certification for The 7 Habits of Highly Effective People Foundation by Franklin Covey

• Certification for the Activate Your Potential by Protégé Professionals

• Microsoft Certified: Azure Fundamentals

• Enterprise Design Thinking Practitioner. (IBM)

**EXPERIENCE**

**EOS IT Solutions (L3) Oct 2021 – Present**

**Application Support Analyst**

* Analyzed and troubleshoot functionality of applications, identifying root causes of issues.
* Field incoming requests from end users to resolve process, application and software issues within servers, databases, and other mission-critical systems
* Communicate/escalate application related problems and issues to key stakeholders, including management, development teams, end users and unit leaders
* Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved
* Write technical procedures and documentation for the applications including operations, user guide, etc.
* Perform routine maintenance and updates on applications and servers
* Use knowledge and judgment to diagnose issues and problems as they are reported into the Service Desk and resolve these issues as quickly and efficiently as possible.
* Ensure that the Service Desk mailbox is routinely monitored and that all inquiries and requests are resolved.
* Isolates problem trends and ensures that troubleshooting efforts are completed for recurring problems.
* Provides leadership by projecting a positive attitude and providing learning incentives.
* Supported and aided implementation of applications service improvements.

**EOS IT Solutions (L2) Jan 2019 – Oct 2021**

**Application Support Analyst**

* Analyzed and troubleshot functionality of applications, identifying root causes of issues.
* Led data migration to an updated domain, improving communications for data transmission.
* Achieved high levels of customer satisfaction, closing trouble tickets with first-call resolution.
* Quickly resolved incidents and service requests for optimum productivity levels.
* Effectively evaluated and prioritized end-user issues, applying SQL knowledge to minimize interruptions, reducing response times per customer.
* Continuous Refresh of the Data Warehouse (DWH)
* Analyzed and debugged errors in various software’s and implemented fixes that led to the recovery of data files.
* Deployed newly built applications to servers
* Effectively managed stakeholder relationships, ensuring agreed service obligations were consistently met.
* Highlighted potential areas of risk or error, to aid swift issue resolution.
* Performed software defect analyses with 98% accuracy.
* Utilized software licensing expertise to maintain thorough due diligence ahead of required renewals.
* Implemented security authorizations, reducing security breaches by 99%.
* Completed projects on-time and under budget, managing client expectations on all project deliverables and requirements.
* Measured project progress against performance goals by documenting project specifications from start to completion.
* Analyzed and evaluated data, actioning key improvements to optimize software usage and performance.
* Led software programming and implementation projects, using a variety of programming languages, such as SQL

**E-COM Wireless November 2018 – Jan 2019**

**Switch Operations Engineer**

• Ensure prompt implementation and maintenance (Reactive and Proactive Maintenance) of Core Network nodes/systems to enable the achievement of Mobile Data Network Strategy.

• Support relevant units to develop the required contractual documents for Mobile Data projects.

• Monitor, analyze, and report on Network performance, bandwidth usage, user application/experience and critical upgrades on the Mobile Data Network.

• Monitor adherence to processes and procedures to ensure conformance to best practices, thereby identifying opportunities for improvements

• Coordinate the implementation of Core Mobile Data and Network Nodes, planning functions to achieve the quality and key performance indicators (KPIs), as well as marketing and sales targets defined by the business.

• Coordinate and supervise vendor-related emergency maintenance on Mobile Data Network.

• Oversee constant tracking, monitoring, and resolving of faults on Core Mobile Data/Voice Network Nodes.

• Oversee proper implementation of change requests and planned work.

• Understand the telecommunication industry local trends and developments, thereby assessing the impact on Verizon’s

current and future business.

• Ensure value is created by resolving BTS Network fault promptly for network efficiency and escalate unresolved faults to

• Track, monitor, and resolve faults using approved switch processes and procedures and the Ericsson Exchange Library.

• Act as interface to Customer Service and assist in resolving customers’ problems.

• Ensure value is created through effective stakeholder management

• Continuously seek self-professional development to sharpen skills and capabilities in a versatile and evolving digital landscape.

Ovarlie I.T Solution July 2015 – September 2018

Network Operations Specialist

• Manage day-to-day organizational and business relationships with Sprints and stakeholders.

• Ensure effective distribution, utilization and management of staff and resources to achieve agreed objectives.

• Troubleshoot, track, monitor and resolve faults on the core network, BTS, switch, MSC and radio access network, as well as promptly escalate unresolved faults in accordance to defined escalation matrix and SLAs.

• Co-ordinate the network change requests, node integrations, configurations and rollout on Ericsson and Huawei nodes, while following defined Switch procedures.

• Interface directly with customers or customer service team, and assist in promptly investigating and resolving customer complaints, and ensure improved customer experience and satisfaction, which ultimately leads to customer loyalty and favorable Net Promoter Score for the organization.

• Coordinate quality assurance test on Network Node, BTS/TX sites integration and application from OEM to ensure it meets defined technical specification, business goals and objective.

• Coordinate acceptance criteria, test script and test plan from documented specification and requirement.

• Provide technical advisory and support to business teams and technical stakeholders on network expansion and rollout.

• Monitor performance KPI, statistics, generate and circulate weekly and monthly reports to Management team.

• Liaise and follow up on vendors to track and provide updates on Network node implementation, configuration and faults resolution