

DANIEL TOLUWANI ADELEKE

IT Systems Administrator | 2nd Line Support | Microsoft 365 & Intune | HPE Aruba Networking

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PROFESSIONAL PROFILE

IT Systems Administrator with hands-on experience supporting large multi-site school environments, managing Microsoft 365, Intune, and HPE Aruba networking, and delivering reliable 2nd/3rd line support. Strong track record of improving uptime, securing devices, and enhancing staff productivity through modern device management, Wi-Fi optimisation, and effective stakeholder support. Comfortable owning both on-prem and cloud infrastructure and working closely with teaching and admin teams to keep learning and operations running smoothly.

CORE SKILLS & TECHNOLOGIES

- Windows Infrastructure:** Windows OS (10/11), Windows Server (2016+), Active Directory, Group Policy, DHCP, DNS, User Account Provisioning, File Permissions.
- Microsoft 365 & Cloud:** Microsoft 365 Admin Centre, Teams, SharePoint, Exchange Online, Azure AD, Intune / Endpoint Manager (policy enforcement & compliance), HPE GreenLake.
- Backup / Virtualisation:** Veeam Backup & Restore (monitoring & restore tasks), Hyper-V & VMware.
- Networking & Devices:** Device Imaging & Deployment, Printer/Peripheral Setup, Wi-Fi Configuration, Network Troubleshooting (Switching), HPE Aruba Networking / Aruba Central, CCTV Systems, Smoothwall Filtering.
- Applications / Tooling:** Power BI, Power Query, Power Automate, SQL (PostgreSQL/MySQL/SQL Server), Jira, Trello, Agile/ITIL environments (familiarity), Python.
- Education & Safeguarding Systems:** Bromcom MIS, CPOMS, Smoothwall, CCTV systems.

TECHNICAL COMPETENCIES AND SOFT SKILLS

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|----------------------------|-----------------------------------|---------------------------|
| • Hardware Troubleshooting | • Remote Support & Helpdesk Tools | • Team Leadership |
| • Software Troubleshooting | • Mobile Device Management | • Cybersecurity Awareness |
| • Device Deployment | • Network Monitoring | • Endpoint Protection |
| • Operating System Support | • IT Asset Management | • Stakeholder Engagement |
| • User Account Management | • Printer and Peripheral Setu | • Problem-Solving |

PROFESSIONAL EXPERIENCE

IT Systems Analyst (Infrastructure & Support)

Millford School, UK

May 2025 – Present

- Delivered reliable 2nd-line and 3rd-line IT support, resolving over 90% of tickets within 24 hours, improving uptime and user satisfaction.
- Administered Microsoft Intune and Endpoint Manager for 200+ Windows devices, handling Autopilot builds, app deployments, compliance policies, and update rings to keep staff and student devices secure and up to date.
- Managed HPE Aruba Networking Central for Wi-Fi configuration, SSID management, and access control, improving wireless reliability and classroom connectivity across the school.
- Supported SharePoint Online collaboration sites, improving internal communication and file management across departments.
- Supported and maintained key education systems including Bromcom MIS, CPOMS safeguarding, Smoothwall web filtering and CCTV, ensuring secure, compliant access to pupil data and safeguarding records.

- Monitored network and endpoint health, proactively resolving issues before they affected teaching and learning, and escalating to 3rd parties where appropriate.
- Planned and delivered small-scale infrastructure upgrades (switch refreshes, AP additions, cabling tidy-ups) and wireless expansion using HPE Aruba, improving coverage and resilience in high-use classroom areas.
- Conducted staff training on Microsoft 365, Teams, SharePoint and safe use of systems such as Bromcom and CPOMS, reducing repeat IT tickets by 30% and improving digital confidence across teaching staff.

Data Scientist (Internship)

Amdari Inc.- UK

March 2025 - June 2025

- Designed and implemented data analytics pipelines using SQL, Power Query, and Python, improving data accuracy and processing efficiency by 25%.
- Developed automated dashboards in Power BI and Tableau, enhancing operational visibility and decision-making speed by 35%.
- Collaborated with cross-functional teams to deliver data-driven business insights, contributing to a 15% increase in customer retention.
- Presented findings to technical and non-technical audiences, strengthening data literacy and strategic engagement.

IT Support Technician (Contract via REED Recruitment Specialist Ltd)

Plymstock School, UK

October 2024 – January 2025

- Provided responsive 1st- and 2nd-line support to over 150 staff and students with a 95% satisfaction rate.
- Managed and configured 200+ IT assets, ensuring security compliance and up-to-date systems.
- Streamlined device setup automation, reducing average deployment time by 25%.
- Supported data migration and systems updates, minimizing disruptions to digital teaching tools.

Data Analyst

Promise Medical Centre, Nigeria.

August 2022 – September 2023

- Created Power BI dashboards and automated reports tracking clinical performance, reducing reporting time by 40%.
- Utilized SQL and Python to analyze 1,000+ patient records, improving early intervention and patient care outcomes.
- Built predictive models identifying high-risk no-show patients, reducing missed appointments by 20%.
- Partnered with clinical leadership to define KPIs and deliver data insights supporting quality improvement and regulatory compliance.

EDUCATION

MSc Data Science and Business Analytics (Distinction) – University of Plymouth, UK 2023 - 2024

MSC in Medicine (Not completed) – Sumy State University, Ukraine 2020 - 2023

BSc Computer Science – University of Ibadan, Nigeria 2013 - 2018

CERTIFICATIONS

Full Stack Data Science – 10Alytics 2025

ITIL Foundation – In Progress

Microsoft 365 Certified: Modern Desktop Administrator – In Progress

REFERRALS

References available on request