OLADOTUN DAVID AKINTUNDE

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PROFILE

Results-driven Senior Application Support Specialist and Data Engineer with over 5 years of experience managing software applications, troubleshooting, and enhancing system performance. Adept at leveraging advanced programming, data architecture, and cloud solutions to deliver innovative, secure, and automated IT solutions. Proven ability to lead cross-functional teams, implement process automation, and optimize enterprise applications for business success. Committed to best practices in monitoring, IT service management, and data governance.

FUNCTIONAL SKILLS

- **Application Support & Troubleshooting:** Expertise in ERP systems, third-party integrations, and user support.

- **Database Management:** Proficient in SQL, MySQL, and Oracle.

- **Operating Systems:** Windows, Linux, UNIX.

- **Programming & Scripting:** Python, Java, Shell scripting.

- **IT Service Management:** ITIL Framework, Incident Management, Change Management.

- **Monitoring & Performance Tools**: SolarWinds, Splunk, Nagios.

- **Automation & DevOps:** CI/CD pipelines, ProcessMaker, Jenkins, Docker.

- **Cloud Technologies**: AWS, Google Cloud Platform (GCP).

- **Security & Compliance:** SWIFT systems (Alliance Access/Gateway), ISO 20022, MT standards.

- **APIs & Integration**: GraphQL schema design, RESTful API development.

- **Agile/Scrum**: Sprint planning, daily stand-ups, retrospectives.

WORK EXPERIENCES

I.T consultant: *Covenant Hotel Ltd, Ghana │October 2024 – Till Date*

- Provide technical support and guidance to ensure the seamless operation of IT systems and infrastructure.

- Analyse the hotel's IT needs and recommend appropriate technology solutions to enhance operational efficiency.

- Conduct regular system audits to ensure security, compliance, and optimal performance.

- Train staff on the effective use of IT tools and address any technical queries or issues.

- Collaborate with vendors to procure and implement suitable IT solutions for the hotel.

- Monitor and troubleshoot system performance, ensuring minimal downtime and disruption.

Team Lead, Application Development & Support: *Access Bank Ghana │December 2019 – October 2024*

- Designed and implemented application monitoring tools (e.g., SolarWinds), achieving a 30% improvement in system uptime and operational efficiency.

- Spearheaded the Near Real-Time Project, significantly enhancing user experience and system performance.

- Managed interface connectivity for third-party applications during the Core Banking System upgrade (FCC 7.1 to FCUBS 12.01) from UAT to production.

- Developed comprehensive system architecture diagrams for 70+ in-house and third-party applications, simplifying troubleshooting and enhancing maintainability.

- Implemented a process automation platform (ProcessMaker) to streamline and customize business workflows across the bank.

- Partnered with external consultants to deploy and manage ERP systems (e.g., Dynamics 365, Dynamics CRM), ensuring seamless adoption and functionality.

- Advocated for and implemented CI/CD pipelines, reducing deployment times by 40% and improving delivery efficiency.

- Actively contributed to an Agile Scrum environment, participating in sprint planning, daily stand-ups, and retrospectives for effective project execution.

- Collaborated with cross-functional teams to align technology solutions with business goals, conducting knowledge transfer sessions to enhance team competencies.

- Provided dedicated support for the Calypso application, ensuring smooth treasury operations and issue resolution.

- Served as Swift Administrator, managing the installation, configuration, and maintenance of SWIFT systems (SWIFT Alliance Access/Gateway) to facilitate secure financial messaging.

- Demonstrated in-depth expertise in SWIFT messaging standards (e.g., MT and ISO 20022), ensuring compliance and efficient communication with global financial institutions.

Team Member/Intellectual Property Consultant: Fasyl Ghana │ August 2018 – December 2019

- Deployed CTS/Automated Clearing House (ACH) solutions at client sites, including UBA Bank and Access Bank.

- Resolved Business-as-Usual issues by responding to incident tickets promptly.

- Conducted training sessions to enhance client adoption of financial application systems.

- Integrated and monitored financial application systems, optimizing data flow and usability

ACADEMIC ACHIEVEMENTS & YEAR OBTAINED:

- **Postgraduate Certificate in Management Information Systems**
  Coventry University, London, UK | 2017 – 2018

- **B.Sc. Information Technology**
  Presbyterian University, Ghana | 2008 – 2012

- **High School Diploma**
  Oritamefa Baptist Model School | 2003 – 2007

KEY ACHIEVEMENTS:

- Successfully led the integration of the **Near Real-Time (NRT) Project** at Access Bank Ghana, overseeing the transition from UAT to production, managing API connections, conducting rigorous testing, and deploying application software on servers.

- Spearheaded the **Core Banking System Upgrade** at Access Bank Ghana, managing the integration and testing of over 15 third-party applications through a middleware service, ensuring seamless connectivity to the upgraded core banking platform.

REFEREES:

Available on request