
Adeniyi Akilo



Windows® 7, Configuration

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FULL UK DRIVER'S LICENCE

PERSONAL PROFILE

♦ IT Sector - Computer Expertise - Attention to Detail ♦

Professional IT with a proven track record in loyalty, diligence and dedication for any company or organisation. More than five years outstanding experience in the IT industry. Expert in planning & assessing skills, can easily adapt and transfer skills to new environments. Excellent communication and mentoring skills and can work with people from diverse backgrounds on all levels. Resourceful and dynamic, eager to maximise efficiency, learn and achieve all targets set out. Honest and hard working-will flourish. Vast in installation and training experience in configuration computer hardware, operating systems and application, focusing in monitoring and maintaining Computer networks, communicating with staff/client through series of actions, either face to face, remotely or over the telephone in problem solving. A can-do attitude and a friendly manner provides an exceptional combination for an excellent customer service and eagerness to learn within and outside IT sector.

AREAS OF EXPERTISE

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| • Self-starter with the capacity to use own initiative. | • Detecting Hardware/Software Problems for Exchange/Reinstall. | • Installation & Configuration of Servers & Workstations. |
| • Confident Using all Microsoft Office Products 2010/07/03. | • Expert in Windows 10/ 8/7/XP configuring and installation. | • Confident Using Microsoft SharePoint of Any Edition. |
| • Hardware Analysis & Repair on Server, Workstation/Laptop. | • Friendly, Approachable & Team Player | • Motivated, Flexible & Adaptable. |
| • Exceptional Customer Service Delivery & Scanning Docs. | • Work Well Under Pressure & Schedule Appointment For Annual PAT testing for all Appliances. | • Use of Active Directory Users & Computer For Update Users Password & Login |
| • Setting Up Meeting Room With Computer Using WIFI/LAN For Communication & Training Client. | • Cable Management & Expert in Configuring RJ45 For Internet LAN Connection & Printers. | • Proficient in Microsoft Window Servers Backup & Update All Types of Operating System. |
| • Installation & Configuration of Servers & Workstations | • Good Delivery to IT support End Users, Adding Value on Product | • Network Knowledge in WLAN/ TCP/IP at LAN/VPN |

PROFESSIONAL DEVELOPMENT		
MSc	Information Security & Computer Forensics (MERIT)	2008-2010
B.Engr	Engineering (SECOND CLASS UPPER 2:1)	1998-2004
MCTS	Windows® 7, Configuration	2012
MCTS	Microsoft® Certified Technology Specialist	2012
Oracle 10g	Certified Database Administrator	2006
<u>Work Experience:</u>	2016: AgeUK (Digital Angel- IT Support-Volunteer) 2016: Parent Volunteer (Families and Schools Together) Save The Children 2014: Peabody (Net Worx IT Liaison Officer) 2013: Peabody (Net Worx Project Leader) 2009-2011: Linkserver Consulting and Services Ltd (IT Helpdesk/Technical support) 2009: Rokeby School (ICT Technician) 2008: Communication Centre (Network Systems Administrator) 2006: SuperCard Limited (IT Field Engineer)	

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

Digital Angel IT Support -Volunteer (AgeUK) Leeds-2016 to date

- Encourage and Support the Elderly to embrace technology and 'shine again'.
- Work with the Team to organise and deliver IT Support in Community Centres and to individuals.
- Attend update meetings to enhance Service delivery and initiate easy methods of IT delivery for Clients.
- Provide scheduled weekly visits to clients to support use of tablets, laptops and smart Phones.
- Encouraging the Elderly to use own equipment to share photos, send emails, shop online and access local services.
- Enlighten Clients about internet safety and security.
- Provide advice, guidance and motivation support to every participant in the workshop and staff.

Parent Volunteer (FAST) -Save The Children(Leeds-2016)

- Work and Support Parents in Hugh Gaitskell Primary School to support Children's Learning and Development.
- Participated in organising workshops and games to improve parent involvement, especially Fathers.
- Worked with School and Community volunteers and Save The children to fulfil the set targets outlined in the delivery of this project.

Peabody (Net Worx IT Liaison Officer) (2014 - 2015)

- Working remotely to support users and Clients.
- Installing and configuring computers, printers, ADSL/4G Routers on and off site.
- Set up and decommission new users, printers, computers.
- Troubleshooting of PC via Face-to-face, Telephoning and Email for smooth usage by staff/clients.
- Cloning and Imaging of Window 7 Operating System and assisting with server administrator, backup & storage jobs.
- Setting up of PC from box to third party user.
- Compiling update reports along with IT staff and circulate update to community investment teams following site visit.
- Taking of minutes at community services IT strategy meetings and circulate ahead of meetings.
- Marking out locations as closed once it's been agreed by board members and continue full support for locations still active.

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- Providing information about the project in the community for Learners.
 - Helping Learners to find out about IT services within their community.
 - Organise and participate in forums and events to promote the project centres and organisations.
 - Plan and run training workshops and offer information to learners.
 - Providing first & second line support via face to face for Learners and maintaining high level customers service for all support queries within and outside organisation.