**OMO IREMIREN**

Phone: 07375810447

Email: [omoiremiren72@gmail.com](mailto:omoiremiren72@gmail.com)

**Technical Support and Azure Cloud Engineer**

# Summary

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| A resourceful and goal-driven individual with over 10+ years in the IT industry specialising technical support and Microsoft Azure systems administration, deployment and management.  I maintain my knowledge and skills by constantly engaging in training and keeping abreast current trends in the industry.  I believe in offering a high level of professionalism in all tasks I perform adhering to business guidelines and processes.  I easily operate independently when needed to and can also function as a key team member. |

# Training & education

Microsoft Certified: Azure Administrator Associate

Solent University, Southampton: BA Business Admin

Middlesex University, London: Computer Networks CertHE

EC- Council: Certified Ethical Hacker

CompTIA Network A+

ITIL v3

# Technical skills

* Microsoft Azure Active Directory Services administration and MFA deployment
* Implementing and managing Azure Virtual machines and storage
* Configuring Azure networks and deploying VMs
* Managing and monitoring Azure Resources
* Managing Azure Hybrid environment
* Windows Server and Exchange management
* Microsoft Windows OS, Mac OS, Linux
* Microsoft office 365, Skype for Business
* Mobile Device management and Printer configuration and management
* Virtualisation: Hyper-V, VMware, RDC, Citrix, VPN
* Systems Backup and Disaster Recovery
* Network management and administration; DHCP, DNS,
* Wireless and wired Networks – Cisco Meraki, HP
* Backup and Disaster recovery
* IAAS, PAAS, SAAS

# roles

May 2019 – Till Date **Towergate Insurance**

Position: Cloud Engineer

**Environment:** Microsoft Azure Windows, Windows Server, Active Directory, Azure AD, Microsoft Exchange Server, Meraki, Office 365, SCCM, Mitel IP Phones, application support, Mimecast, Windows 10

* Collaborating with the Azure architect I was involved in configuring virtual machines, monitoring and troubleshooting network issues.
* I was responsible for deploying and managing access to various file shares Azure Blob storage accounts
* I was required to create access to cloud resources to users within and outside the organization using SAS and secure account KEYS.
* I was tasked with configuring and troubleshooting various Azure VPN connection between on-Prem - cloud networks.
* I configured of several Microsoft DevTest environment for development with the applications team for product testing before deployment.
* Creating Virtual Machines along with setting up policies and using Formulas and Custom Images to deploy custom networks.
* Migrated AD to Azure AD, integrating users and devices from On-Prem into cloud environment and Configuring RBAC and utilizing MFA where required.
* I was also required remotely login to Virtual Machines to troubleshoot, monitor utilization.
* I generally administered day to day activity of the cloud environment, supporting teams as needed with their requirements.
* I Managed Windows 2012 servers, supporting AD, troubleshooting IP & DNS issues.
* Microsoft Exchange management, deploying security groups and GPO.
* Dealt with escalations from 1st and 2nd Line team.
* Developed and maintained knowledge-based articles.

May 2018 – May 2019 **Optionis Accountancy Group Ltd**

Position: Technical Support & Cloud Engineer

**Environment**: Microsoft Azure Subscription, Microsoft Server 2012 R2, MS Exchange Server, Mimecast, Mitel, SQL Management Studio, Meraki, PRTG network tools, Windows 10, Office 365, Hyper-V, SCCM, WDS, Deployment management.

* I deployed various aspects of a secure Azure Infrastructure as given in business estate design
* I monitored and maintained Azure storage accounts setting secure access to users as directed.
* I created custom dashboards to monitor subscription usage and accompanying alerts groups for notifications
* Using Workspace and metrics I was able to monitor Azure resource utilization and report back to the business on ways to cut down Spending.
* I managed a hybrid environment between Active Directory Services and Azure AD via Azure Ad Connect utilizing RBAC to give users access to company resources outside the local network.
* Key awareness related to cloud security principles and patch management
* Knowledge of networking concepts (DNS, TCP/IP, and Firewalls)
* I setup cloud infrastructure as require by other teams within the organization, who require application Builds, Configuration Management, Deployment & Release Engineering.
* Involved in creating articulate solutions and communicating with stakeholders on a day to day basis.
* I worked with custom ARM templates and configured automated deployment where required
* Ability to work with virtualization technology
* I was responsible for Microsoft Active Directory management
* I was responsible for Microsoft Exchange management and troubleshooting
* Windows 10 Deployment
* Mimecast management

May 2016 – April 2018, **Kaatchi Ltd**

Position: IT Support Analyst & Cloud Engineer

**Environment**: Azure IAAS, Microsoft Server 2012 R2, MS Exchange, Office 365, Cisco, 3CX, Jira, ManageEngine, Spice Works, SQL Management Studio, Meraki, Symantec Antivirus, PRTG network tools, Windows deployment, SCCM, Desktop and laptop builds.

* I managed Microsoft Azure IAAS platform advised on Virtual Machine compute specifications drawn from requirements as presented by the business using Azure tools.
* I performed numerous virtual machine deployments using custom Arm templates to automate the task
* Migrating Physical servers to the Azure infrastructure in add in minimizing cost
* I configured Azure Recovery Services Vault to aid in Disaster recovery for physical and Virtual servers.
* I configured and monitored Azure file shares and storage accounts assigning access with RBAc.
* I recommended and implemented Azure policies to ensure all cloud infrastructure deployments where carried in line with organisation set parameters.
* I managed Microsoft Active Directory Domain Services, creating group policy and security group creation and assignment.
* I was a point of escalation for technical support services emanating from the service desk.
* I was charged with prioritising of tickets ensuring they are resolved in line with organisation SLA’s.
* I was regularly required to organise travel for the service desk team to client’s location to offer face-to-face technical support if requested.
* I was responsible for installation and configuration of desktops and Laptops with Windows 7 and 10.
* I Managed an office IP Telephony Systems with Mitel Hardware
* I setup and managed a shared pool of network resources; printers, plotters and some AV equipment.
* I ensured maximum uptime of systems, carrying out workstation audits, updating, patching

June 2014 – April 2016 **L. E. Williams LLP**

Position: Deployment and Support Engineer

**Environment**: Microsoft Server 2008 R2, MS Exchange, Microsoft Office, Cisco Telephony, 3CX, Remote Desktop connection, Team Viewer, Spice Works, Virtual Cabinet Document Management, Linksys WIFI, Wireshark network Monitor, Windows 7 to Windows 10 migration, Desktop and laptop builds.

* I Installed and configured desktops and Laptops with Windows OS and Microsoft Office.
* I deployed Windows Operating system via Windows Deployment Services.
* Maintained existing Active Directory, including administration of accounts and assigning security policies as appropriate.
* Group Policy configuration and deployment.
* I was responsible for logging support calls and submitting detailed report to management at the end of the day.
* I was responsible for daily operation and maintenance of the Company’s local network, comprising windows and Mac systems.
* I implemented security awareness programmes across a company with emphasises on social engineering threats.
* I maintained a 3CX IP Telephony network along with Cisco Desk-phones.

2010 – May 2014, **Cyberbytes IT Ltd**

Position: Network Support

**Environment**: Microsoft Server 2008, MS Exchange Server, Microsoft Office suite, Skype, Desktop and laptop builds.

* Administration of Active Directory adding new users and deleting leavers from the business
* Maintenance of already existing network and implementation of upgrades.
* Troubleshooting and solving networking issues - TCP/IP, DNS, DHCP.
* 1st and 2nd support to employees and customers.
* Field work comprising of visits to client’s premises troubleshooting hardware and software issues.

2007 - 2010, **24hourprint.net Ltd**

Position: Desktop Analyst

**Environment**: Microsoft Server, MS Exchange Server, Microsoft Office suite, Cisco switches

* 1st line support, BAU
* Workstation build and Deployment.
* Regular updates and maintenance on workstations.

2004 – 2007 **Sami Print Ltd**.

Position: Desktop Support

* BAU
* Workstation build and Deployment.
* Regular updates and maintenance on workstations.
* Providing training on software and hardware to end users.

1999 – 2004 **Telelogic Ltd**

Position: Customer Support 1st line