anthony olumide

**Tel: 07850582428, Email:** [***tonytola@yahoo.com***](mailto:tonytola@yahoo.com)

**Profile**

I am an enthusiastic and competent individual with a wealth of experience providing 1st line support in the Service Desk environment. I have extensive technical knowledge of the IT systems used in this arena, such as Remote Desktop solutions, Microsoft Office tools and account administration systems such as FIM. I am adept at providing advice and practical assistance to system users both over the phone and via written communication and endeavour to always provide the highest level of customer service. I am highly focused with a comprehensive understanding of ITIL processes and boast a consistent & proven track record of successfully employing best business practices that improve efficiency and reduce operating costs whilst increasing performance. I enjoy working as part of a team, and truly appreciate the benefits of building successful business relationships however I also excel when working under my own initiative.

**Keys Skills**

* Customer service
* Cisco Anyconnect VPN
* MDM – Airwatch and Centrify
* Active directory
* EPIC /Imprivata Software
* Office 365
* Citrix Receiver
* All methods of communication and telephone manner
* Excellent organisational skills and time keeping
* Strong knowledge of Microsoft based operating systems with emphasis on Windows 7 and Office 2010
* Technical problem solving

**work history**

**Deloitte Hill House June 4-till present**

**New Street London**

**Deployment Engineer**

Working in a team of 4 engineers, deploying windows 10 unto 20 new Dell machines daily and ensuring all checklists are correctly applied as the machines are checked to confirm that the correct softwares are deployed

* Deploying windows 10 on new dell computer
* Moving data from old computer unto the new computer using MOVEIT
* Using SCCM to deploy softwares on new laptop
* Configuring antivirus on the new computer
* Following the recommended checklist and ensuring all lists are checked and carried out
* Manually copying data if there is an issue with the MOVEIT software
* Using configuration manager to install softwares that are not being installed
* Installed,configured and maintained data migration of workstations and software
* Backing up and restoring personal data.
* Ensuring that the laptops are cleaned and shut down after working on them
* Packing the newly configured machines in their boxes and ensuring their chargers are with them
* Ensuring that the old laptops are shut down and all information correctly copied
* Ensuring that the users passwords are destroyed (disposed in confidential bin)after logging on and also the local admin password

**Great Ormond Street Hospital (GOSH) JANUARY 2019-MAY 31st**

**Holborn , UK**

**1st line and 2nd line support**

Working in an extremely busy service desk environment with a group of 10 experienced service desk analysts, providing 1st and 2nd line support to nearly 4000 users who are mostly clinical and non clinical staff. I provide both remote support and face to face support to staffs so as to help them carry out their day to day activities which assists them in saving lives (mostly children). We also support a new system that was rolled out during the Easter period called EPIC/Imprivata which makes it easier for medical staff to log on to their computers in various wards

* Installed,configured and maintained fata migration of workstations and software
* Deployed EPIC software on GOSH computers and helped in rolling it out to users
* Using a ticketing tool called Hornbill, similar to ServiceNow to log calls
* Deploying Windows 7, Windows 10 via SCCM
* Daily use of active directory for password resets, account creation and granting access to different folders.
* Setting up out of office to users via exchange server.
* Working with Windows7, Windows10, Office365, MS Office, Exchange Server
* Re-imaging of laptops and deploying softwares via SCCM
* Enrolling Centrify and removing Airwatch from mobile devices (Android and IOS)
* Configuring emails on users Personal and work mobile phones
* Trouble shooting various citrix issues by repairing citrix from software centre
* Resolving VPN issues by ensuring users click on the correct Certificate when trying to access AnyConnect Cisco
* Registering users on follow me printing
* Releasing emails blocked by the proxy server as per GOSH policy
* Exposure to many NHS softwares and how to use them when assisting doctors and nurses
* Ensure appropriate SLA’s are met in all IT services
* Providing daily call backs to customers to ensure incidents reported are resolved
* Notifying customers about the status of their reported issues
* Printer set up, connection and outlook repairs
* Ensuring SLA’s are met by timely working on tickets
* Tracking, monitoring and reporting on all Service Desk Incidents according to defined customer service levels
* Point of call for any incident raised during out of hours(on call) and engaging different stakeholders in resolving the reported incident by calling and laising with the central incident manager and getting the relevant details of the team that will help resolve issue.
* Weekly discussions to bring ideas on how to help the business process improve
* Exposure to GDPR regulations and well trained on how to deal with with personal data of data subjects.

**SKY Uk, Osterly August 2017–Till November 2018**

**Triage/Incident Management/1st line support**

Working with a team of 5 analysts that consists of my project manager and other project support officers. We are working on a NOW TV project that was launched in Spain last year September. We ensure that all linear and VOD channels stream properly and we analyze any found issue and escalate to the 2nd line team in regards to the ITIL process.

* Using Remedy ticketing tools and ServiceNow to log and resolve incidents
* Working with Windows7, Windows10, Active directory, Office365, MS Office, Exchange 2007/2010/2013
* Ensure appropriate SLA’s are met in all IT services
* Providing daily call backs to customers to ensure incidents reported are resolved
* Notifying customers about the status of their reported issues
* Password resets, printer connection and outlook repairs
* Ensuring SLA’s are met by timely working on tickets
* Tracking, monitoring and reporting on all Service Desk Incidents according to defined customer service levels
* Provide support by doing daily checks on different devices to ensure they are streaming properly and report any issue found.
* Ensuring customers are notified of events on our social media platforms, such as facebook, instagram and twitter.
* Creating excel reports to find out all open and closed INC’s through remedy extractions.
* Daily 10am stand up calls to discuss the stage of Incidents opened in the last 24hr.
* Testing different devices like: playstation4, Android, IOS, ROKU box, all internet browsers, Google chromecast and Samsung TV.
* Creating accounts on salesforce and giving the new users access to Magento
* Using different tools to check customers streaming.Tools like;Conviva,Grafana, Atlas montiroing dashboard
* Sending Daily sanity check reports to all stakeholders, informing them of our findings during our tests.
* Point of call for any incident raised during out of hours(on call) and engaging different stakeholders in resolving the reported incident by calling and laising with the central incident manager and getting the relevant details of the team that will help resolve issue.
* Engaging in the incident management process if there is a P2 in place and engaging the relevant stakeholders in resolving the issue promptly
* Weekly discussions to bring ideas on how to help the business process improve
* Exposure to GDPR regulations and well trained on how to deal with with personal data of data subjects.
* Perform tests on different gadgets if a new application or station is launched on the NowTV platform to be sure that they are streaming properly.
* Using remedy and Spark to pick out tickets sent by the contact Centre for us to Analyse.

**Metropolitan Housing London July 2015–August 2017**

**Service Desk Analyst**

Working as part of a team of 3 Analysts and supporting staffs of the company that have computer related issues, by implementing a number of changes, resolving issues and escalating issues that cannot be resolved to the 2nd and 3rd line support team.

* Provide telephone support for all non-recurring problems to minimise down time and help achieve the most efficient use of the technology available Carrying out user administration and initial set up
* Creating profiles on MAC computers and also resolving issues associated with them.
* Working with windows 7 and windows10, exposure to citrix receiver
* Setting up MAC computers and IOS devices
* Face to face resolving of issues that can be resolved without escalating.
* Configuring and reimaging of laptops
* Resetting passwords using Active directory.
* Remote connect into users computer, to help resolve outlook issues or download software’s.
* Triaging tickets received and assigning it to the relevant team within the agreed SLA
* Log all calls received to assist in the analysis to be carried out and the assessment of recurring problems Recording and resolving faults as reported on PC’s, servers, laptops and mobiles
* Assess queries and problems as received to ensure those that require escalation are done so promptly and effectively.
* Provide cover for site support during holiday or absence
* Write and test departmental procedures in line with ITIL standards, and publish these to the knowledge base
* Determining the nature of faults and the steps required to rectify it
* Creating and administrating Microsoft Exchange email accounts
* Helping users that have issues with their blackberries by resetting the password
* Creating network account for new starters
* Helping with deleting held print jobs that affects users from printing
* Setting up mobile phones for new users (Samsung phones and Tablets)
* Unlocking and Resetting blackberry passwords
* Deleting Held print Jobs on Network printers

**KING’S College University Jan 2014 – June 2015**

**Service Desk Analyst**

Working as part of a team of 12 Analysts and supporting both students and staff of the university in implementing a number of changes, resolving issues and escalating issues that cannot be resolved to the 2nd and 3rd line support team.

* Supporting in excess of 35,000 students and helping them resolve a wide range of issues and queries
* Assisting users with MAC issues and also setting them u
* Carrying out user administration and initial set up
* Tracking, monitoring and reporting on all Service Desk Incidents according to defined customer service levels
* Recording and resolving faults as reported on PC’s, servers, laptops and mobiles
* Training and supervising other Service Desk staff
* Using remote control software tools to provide fault resolution and diagnosis (Team Viewer)
* Creating and maintaining email profiles for users
* Logging & prioritising support calls for the second line support team
* Updating and maintaining the IT Service Desk authorised users database
* Determining the nature of faults and the steps required to rectify it
* Creating and administrating Microsoft Exchange email accounts
* Proficiency in the troubleshooting and resolution of all client queries
* Basic understanding of PC hardware set-up and configuration
* A methodical and structured approach to problem solving
* Bug tracking experience

**Holy Trinity Brompton APRIL 2013 – JAN 2014**

**IT Support Technician (1stLine)**

* Provided technical support to users, answering support queries via phone & email
* Ensuring that all call details are captured and entered in the logging software
* Took ownership of calls and seeing it through to closure
* Answering and responding to all calls and requests within agreed time scales, keeping customers updated as to progress
* Escalating calls and issues where necessary to senior managers & team leaders
* Giving users access to files, folders and printers (from Active Directory) according to the Company’s policies
* zTroubleshooting Network Printers
* Controlling employer’s physical access to strategic places using the ‘ACT Milfare’ access control card reader
* Network phone administration and troubleshooting using sipxecs
* Troubleshooting Network Printers
* Controlling employer’s physical access to strategic places using the ‘ACT Milfare’ access control card reader
* Network phone administration and troubleshooting
* Giving employer’s access to the department’s email (using Microsoft Exchange) according to the instruction of the line manager
* I supported windows XP/7, Office 03/07/10, exchange 2007, Active Directory, IPhones, IPads and network telecommunication system

**Lloyds TSB Andover**

**Case handler Jan - April 2013**

* Calling customers to find out reason they are making complaints
* Assessing customers complaints and dealing with it adequately
* Using share point and excel to manage customers cases
* Dealing with CMC’s regarding customers complaints
* Sending final response letters to customers and CMC’s
* Gathering customers data to find out age, sex, occupation so as to give them a fair outcome after reviewing their case
* Working strictly with Lloyds TSB’s code and ethics
* Identifying customers that were mis-sold PPI

**Financial Ombudsman Service UK**

**Operations support administrator Nov 2012-Jan 2013**

* Handling of ppi related cases
* Scanning and pre pepping ppi cases using mi tracker
* Converting paper ppi cases to e file format
* Arranging documents and distinguishing it from packages
* Efficient use of clipper software
* Identifying individuals that have been mis-sold policies

**ISS UK**

**Supervisor/ Team Leader MAR 2010 - NOV 2012**

* Ensuring the highest quality in the delivery of products and services and supervision of appropriate staff
* Training and working with staff to ensure provision of services that are compliant with departmental protocols
* Dealing with customers complaints in a professional manner
* Taking responsibility for those under my supervision
* Ensuring that highest quality standards are achieved in providing services
* Delegating and supervision of tasks as appropriate
* Interacting with clients and ensuring customer satisfaction
* Ensuring that departmental protocols are adhered to
* Identifying areas for service improvement and advising on service restructure

**THAMESWATER**

**Project support officer- Temporary Contract NOV 2009-MAR 2010**

* To assist in the direction of staff within the scope of the project role
* To provide a full range of project support services for the project management team
* To make ready any files, documents or background information that may be required by the team
* Deal with project support, post and answer internal and external enquiries
* Make available upon request files and documents that would in supporting the project

**CALLERS SPRINGS LTD JAN 2009 -SEPT 2009**

**Data analyst**

* Providing support for program deliverables in accordance with overall business goals
* Managing the programme change control process, ensuring procedures are adhered to
* Coordinated projects and worked with Project Managers to schedule engineers’ work packages
* Meeting Management – setting up meetings, sending out agendas, writing meeting minutes and circulating to appropriate stakeholders
* Cross checking actual and forecast against agreed budget for sub-programmes
* Ensuring that timesheets are submitted by due dates and that booking time to projects are validated by Team Leaders/ Project Managers
* Negotiating with service users, professional and non-professional staff to ensure deadlines are met

**FABOLAT ENTERPRISES**

**Customer Service Assistant APR 2008 - DEC 2008**

* Assisting clients/customers and dealing with customer complaints professionally
* Processing loyalty cards, credit cards and other forms of payment
* Ensuring a presentable and professional work area
* Identifying areas for service improvement and advising on service restructure.
* Maintaining a friendly, professional disposition and working to highest quality standards

**EDUCATION**

University of Wales

(MBA) International Business MAR ‘10 – MAR ‘11

Masters Foundation Program (London School of Commerce) NOV ‘09 – Feb ‘10

BSc Banking & Finance (Covenant University) OCT ‘02 – July ‘06

**CERTIFICATES AND TRAINING**

* ISTQB Foundation Certification in Software Testing
* Software Testing and Quality Assurance Training
* Managing defects with HP Quality Center version 9 & 10
* Bug tracking experience
* Training in Business Analysis and worked on a live project

**Interests and hobbies**

I enjoy working with computers, travelling, meeting people from diverse backgrounds and cultures and am a keen footballer whether this be playing or watching the game.

**REFERENCES**

Available upon request.