MARTINS O **OGBARO**

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**Personal Skills**

* Years of experience of supporting business and IT change projects/programmes
* A highly skilled Systems Engineers with a good background and great skill in Computer Repair, Software Installation, Application Deployment, Server Management, Virtualisation, Storage, Backup, Security and IT Operations service delivery.
* Excellent stakeholder management skills including senior and leadership management
* proven abilities in the assessment, project management, and network services, designed to solve a range of IT architecture and infrastructure challenges, whilst integrating business strategy and organisational requirements
* Experience of adapting to structured methodology and excellent knowledge of project principles and management framework
* Ability to quickly and easily assimilate new ideas and learn new ways of working
* A strong communicator with excellent interpersonal skills, confident at dealing with a diverse range of individuals including suppliers, internal stakeholders and high level senior management, skilled at building strategic partner relationships to seamlessly deliver solutions
* Ability to clearly articulate expectations and positive attitude towards expectations
* Critical thinker, ability to make own decision, challenge and maintains a clear focus and sees action through to delivery
* Highly flexible, creative and able to handle large amount of continuous, often unrelenting stress

**Project Management Office Competencies**

* Business Case – Problem definition, Gap analysis, solution options, cost/benefit analysis, benefits realization.
* Scope Definition – identifying and clarifying in-scope, out-of-scope (project/programme boundaries) deliverables and features.
* Project planning – identifying methodologies, analyzing stakeholders, negotiating milestones (priorities of deliverables iterations/releases), identifying risks, assumptions and establishing change management process.
* Support senior PM’s and Programme Managers in initiating project and documenting

Requirements gathering/management competencies:

* Capturing and documenting detailed business requirements, measurable objectives and acceptance criteria.
* Identifying features required to fulfil identified business requirements
* Analyzing, (gaps, conflicts, relationships and dependencies), categorizing (configuration), and prioritizing requirements.
* Project risks, issues and resources management and allocation during delivery.

L**eadership & Teamwork**

* Can do attitude
* Ability to delegate and empower teammates
* Excellent team player
* **Technical Skills**
* Excellent knowledge of Windows packages including Microsoft Word, Access, Excel and Project
* Very Good Knowledge and able to configure Cisco Switches and Routers, VLAN setup and administration, TCP/IP, HTTPs, TELNET, FTP, SMTP, POP3, OSPF, EIGRP, BGP.
* Ability to design and implement cost effective modifications to help improve quality, reliability and reduce risk
* Practical experience of using research, analytical, conceptual and planning and execution skills
* Ability to manage change within an organization.

QUALIFICATIONS

* PRINCE2 2017 Certified
* ITIL (Very Good Knowledge)
* BSc. Computer Networks and system management
* FETAC Level 5 & 6 Network and software system
* Microsoft Certified Professional (MCP)
* VMware VCP trained

Key Skills

Network Support: Very Good Knowledge and able to configure Cisco Switches and Routers, VLAN setup and administration, TCP/IP, HTTPs, TELNET, FTP, SMTP, POP3, OSPF, EIGRP, BGP.

Operating Systems: Windows 7, 8 and 10, Server 2008 R2, 2012 and 2016, Ubuntu, Android.

Hardware support: Desktop, Laptop, Systems & peripherals and Server builds Installation

Virtualization: VMware and Hyper-v configuration and management

Desktop support: Microsoft Office, Access, Excel, Word and PowerPoint, office 365

Virtualization: VMware and Hyper-v configuration and management

Programming: JAVA, JavaScript, HTML5, Visual Basic, Eclipse.

RDService: Citrix, Team viewer, Log Me In,

RMDBS: MySQL, SQL05/08, MS Access

Soft Skills: Superb Communication both verbally and written, Strong Analytical and Problem solving Skills.

PROJECTS:

Wellacre Academy, Urmston

Part of Team that managed the Changing and upgrading of network infrastructures, applications and services from old to new virtual servers from physical, created virtual File server, Domain Controller, Print Server and Application Server using windows 2012 server as operating system.

Lead support in installing, configuring and maintaining new set of Tills from start to finish, installed Finger Print Software for Capturing student’s identity accurately.

CLIENT HISTORY:

Stefanini System Analyst (Ford Credit Europe) (Oct 2018-Till Date)

Responsibilities:

* Managing and applying Group Policy Objects as at when instructed
* Assisting the Field Engineers with the delivery of ICT managed support services as Needed
* Mapping of Network and Share Drives for easy access to folders and applying security and permissions as stated in work sheet
* Responding and Resolving computer related service and trouble calls in a very fast and timely manner making sure SLA is never breach
* Dell PC (Desktops/Laptops) – Hardware and Software Troubleshooting
* Performing Asset of Desktop, Laptops and all network peripherals for easy management and control.
* Resolving Windows 7 and Windows 10 Operating System Errors.
* Creating user account in Active Directory and Applying Group Policies to OU and also in Gmail as stated in worksheet.
* Managing Network Printers and Print servers making sure its drives and Printers are mapped correctly and working properly.
* Managing Projectors (i.e. audio/visual).
* Network troubleshooting of terminals and mainframe, providing installation and upgrade services of supported hardware and software.
* Supporting of key engineering applications at use within the business (BLESS, LPS, PINNACLE and WORK FLOW).

DataSpire Solutions Onsite Engineer, (Oct 2016-0ct 2018)

Responsibilities:

* Day to Day administration and Supporting of IT Infrastructure, Servers and Desktop based Operating System and Applications.
* Assisting the Service Desk with the delivery of ICT managed support services as directed by Operations Manager.
* Mapping of Network and Share Drives for easy access to folders and applying security and permissions as stated in work sheet
* FMS and SIMS installation and configuration using (Solus 3 Deployment)
* Building New Infrastructure (Virtual Machines) configuring DNS, DHCP and GPO and patching ports.
* Performing Asset of Desktop, Laptops and all network peripherals for easy management and control.
* Assisting with project work as directed by the Business Operations Manager
* Effectively and efficiently diagnosing complex problems and providing sound resolutions as soon as possible.
* Creating user account in Active Directory and Applying Group Policies to OU and also in Gmail as stated in worksheet.
* Managing Network Printers and Print servers making sure its drives and Printers are mapped correctly and working properly.
* Managing Projectors (i.e. audio/visual).
* Reduce Incident Resolving Turnaround time from usually 3days to less than 3hrs (i.e. with the exception of waiting for Part delivery.
* Monitoring the performance of the servers, and proactively identifying issues/abnormalities that may pose a threat to the customer's service.
* Ensuring that the servers are backed up, security measures are in place, and that there is an automatic failover in the case of any server downtime.

3rd Line support consultant,

Giraffenet Resources Ltd, United Kingdom

(Dec 2015-Oct 2016)

Responsibilities:

* Building, configuration and management of Windows 95, NT (all versions), 98, ME, 2000 Professional, XP Professional, windows 10 Windows Server 2003,2008 and 2012
* Maintaining TCP/IP, Ethernet network connectivity, DNS, WINS, RAS, VPN, CISCO routers, HP SAN and EMC SAN storage
* Windows 2003 Active Directory, Group Policy, Quest Active Roles Server, MOM 2005, HP Openview Desktop/ Advanced Server Management /Maintenance.
* Good knowledge of networking topologies and design and Implementing networking securities.
* Build maintenance and upgrades of Microsoft Operating Systems, Advanced understanding of Server and Workstation Hardware, IBM, Compaq, HP Proliant blade Servers, and Smart start, Dell, Dell PowerEdge 2950 Blade Servers HP Systems Insight Manager.
* Managing and applying Group Policy Objects as at when instructed

**Helpdesk support consultant,**

Capita Software Services, United Kingdom (May 2015-Nov 2015)

Responsibilities:

* Providing telephone support and query resolution for external and internal customers by logging issues in CRM database and maintaining regular updates on all existing open calls.
* Resolving technical issues to customers’ satisfaction within the SLA defined in the Capita Software Services service charter
* Ensuring regular communication between the helpdesk and customers on the current status of their calls are updated regularly.
* Assisting the team of hardware engineers where possible, ensuring regular communication between the engineers and the customer takes place smoothly.
* Ensuring a good understanding of Capita Software Services software products.
* Troubleshoot and resolve hardware and software problems, liaising with customers and account managers; recording details of work undertaken in accordance with banks and council processes and procedures.

Tech Support Assistant, (Volunteer) Northmoor Community Centre, U.K (March 2015-May 2015)

Responsibilities:

* Monitoring and administering daily and monthly operating systems deployment
* Managing and Updating Website
* Assisting in any and all Technical Issues

Technical Support Agent,

UPC Communication, ROI, (June2014 to Dec 2014)

Responsibilities:

* Providing technical expertise and diagnostic assistance on inbound calls dealing with TV, Broadband and Phones change of services or upgrade
* Provided exceptional customer service experience on every call, highlighting trends, repeat faults and possible improvement.
* Troubleshooting connection issues, speed test, wireless connections and email configuration
* Supporting business growth by generating sales leads
* Analysing calls logs to spot common trends and underlying problems
* Updating self-help documents so customers can try to fix problems themselves
* Liaising with field engineers to visit customers if the problem is more serious.

**OJ Computers Services**

Windows 10 Build/Deployment Engineer, ROI, (Feb 2013 to Dec 2013)

Responsibilities:

* Installation, Maintenance & troubleshooting of windows 10 and office 2013 Machines.
* Responsible for delivering and deploying Windows 10 project for SME’S
* Testing and verifying Active Directory (GPO’s) in widows 2008/2012 and windows 10 infrastructure test environment
* Configuration & Installation of MS Outlook 2013
* Responsible for migrating users from Windows 7 to Windows 10 OS, using SCCM
* Responsible for ensuring that the user software on previous OS is properly configured on Windows 10 OS
* Installation, Maintenance & troubleshooting of windows 10 and office 2013 Machines.
* Desktop troubleshooting OS & H/W, Installing Virtual machines using VMware & Microsoft VPC
* Reporting Weekly and Monthly updates to Team Leads
* Provided support on office 2010-2013 and general deskside support of O365.

Technical Support,

Harvey Norman Ltd, ROI, (October 2008 – May 2010).

Responsibilities:

* Maintained Rapport with customer by examining PC's Complaint, identifying solutions, suggesting improved Methods and techniques In the earliest possible time
* Diagnosing difficult hardware telephone and Till and providing solutions quickly to avoid little or no disruption to service.
* Diagnosing and solving hardware/software faults and common PC problems
* Logging customer devices faults, queries and resolution type
* Log, track & resolve all Helpdesk reported/received issues
* Liaising with OEM’s and contractors for follow up on spares, repair status of devices.

NMC Engineer MTN Nigeria Communications (October 2002 – May 2007)

Responsibilities:

* Constantly monitoring allocated nodes, ensuring faults are captured quickly and are auctioned accordingly to companies Policy.
* Acts as an interface to Customer Services assisting with subscribers problems Control Call out of field maintenance staff.
* Troubleshooting failed links and nodes according to the company’s policy, procedure, and processing.
* Monitoring,Maintaining network and associated software, including responding to tickets
* Participate in the design, build and review of Windows server and Windows application deployments for Small medium companies.

Hobbies & Interests

Football, Travelling, Music, Swimming and Photography

References: Available upon Request.