**Emmanuel, Awodeyi Adebowale**

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**Profile Summary**

* **Adebowale is a confident and reliable IT personnel possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure.**

**Skills**

* **Helpdesk support, technical support**
* **Data migration, system integration and system deployment**
* **Diagnosis, troubleshooting, repair and disaster recovery**
* **Hardware installation and configuration**
* **Excellent knowledge of the Internet and good working knowledge of**

**computer software applications**

* **Active directory and system administration**
* **Ability to work unsupervised and meeting up with unstipulated deadline**
* **Able to communicate complex IT issues to suppliers and non-technical staff**
* **Ability to work well in a team environment**
* **IT security experience including anti-virus / malware, encryption deployment**

**Education**

**Higher National Diploma (HND),**

**Electrical/Electronic Engineering**

**Rufus Giwa Polytechnic, Owo, Ondo State. 2010 - 2012**

**National Diploma (ND),**

**Computer Engineering**

**Rufus Giwa Polytechnic, Owo, Ondo State. 2004 - 2006**

**Work**

**Experience**

**Union Bank of Nigeria Dec 2017 – Present**

**Marina, Lagos Island, Lagos.**

**IT Support Assistant**

* **Coordinate and manage IT activities in 8 branches in Lagos Island Region, Nigeria**
* **Acting as the first point of contact for all IT & technical queries.**
* **Maintaining a log of all problems detected and system backups.**
* **Responsible for diagnosing, resolving end users problems.**
* **Troubleshoots and resolve issues relating to hardware, software and network in branches covered.**
* **Deploying new hardware, evaluating new software & security risks.**
* **Resolving users issue remotely and in person by visiting bank branches and providing admin right for users and vendors during installation.**
* **Categorize issue and escalate where necessary to the appropriate level**
* **Participated in the installation of calypso for treasury team at Union**

**Bank of Nigeria Head Office.**

* **Participate in deployment of windows 10 OS across 8 branches in Lagos Island, whereby migrating of 100 users workstations from windows 7 OS to windows 10 OS.**
* **Maintain accurate inventory of technology hardware, software and resources branches.**
* **Ensuring that antivirus is updated and active on all users workstation.**
* **Configuring and resolving issues on Western Union, MoneyGram, Small world applications, Omniscan, Oracle ERP, Digital Evidence and few other e-application.**
* **Carried out preventive maintenance on workstations in 8 branches at Lagos Island and managing about 100 users simultaneously.**
* **Participate in ATM weekend monitoring report for Union bank and non-Union bank ATMs and POS nationwide.**

**Diamonds and Pearls Travels Ltd Apr 2017 – Nov 2017**

**Lekki Phase 1, Lagos Island, Lagos.**

**IT Support Officer**

* **Assist in managing the implementation and administration of computer and communication software, networks, and information systems.**
* **Assisting in caring out maintenance and records the log repairs and maintenance on company’s IT infrastructure.**
* **Creating personnel email addresses through hostgator and resolving all employee’s communication problems on Microsoft Outlook.**
* **Maintains current and accurate inventory of technology Hardware (Standalone workstations, Laptops, Network printers, Router, IP Phone, Software (OS keys and other utility applications/keys) and Resources.**
* **Develops and maintains data protection and storage facilities to ensure backup of company documents and business continuity once every 3 weeks.**
* **Installing and configuring computer hardware, software, systems, networks, printers and scanners**

**Daytechcom Jan 2013 – Apr 2017**

**Akute, Ogun State.**

**IT Support Officer**

* **Troubleshooting HP, Dell, Toshiba PCs, laptops and mobile devices.**
* **Maintaining a log of all problems detected on faulty HP, Dell, Toshiba PCs and carry out system backups and recovery on hard drives.**
* **Responsible for diagnosing & resolving hardware, software & end users problems.**
* **Acting as the first point of contact for all IT & technical queries.**
* **Deploying new hardware, evaluating new software & security risks.**
* **Repairing Laptop/Desktop and replacing parts if damaged.**
* **Strong system and IT experience.**
* **In-depth knowledge of Microsoft Windows client operating systems, XP, Vista /Windows 7/ Windows 8/windows 8.1/Windows 10/Office 2003 to Office 2016, Blackberry /Windows Mobile, Backup products, Anti-Virus products.**
* **Provide secondary support for LAN administration.**

**National Youth Service Corps Jun 2012 - Jul 2013**

**Ovim Technical College, Ovim, Abia State**

**Teacher**

* **Managed and coordinated Three (3) classes with an average of 35 students each.**
* **Effectively communicated and impacted the elementary principles and theory of Computer Science, Mathematics and Physics to the students.**
* **Revamped the computer lab of Ovim Technical School by repairing damaged HP computers and upgrading the computer operating from windows 2000 to windows XP Pro and Upgraded RAM from 512MB to 1GB systems for 7 workstations in the Lab.**
* **Orientate the teachers and students basic operations of computer, how to use computer application package (Ms Office) and the internet.**

**Arofyl Computer Institute Aug 2009 - Aug 2010**

**Akute, Ogun State.**

**System Engineer/Computer Lab Instructor**

* **Setup a new syllabus for the computer institute.**
* **Managed user activity in student computer labs in the institute.**
* **Provided training and technical support on hardware/software to students and users.**
* **Resolved computer hardware and software issues as needed.**
* **Repairing customers CPU Tower/Desktops and other electronics products.**
* **Ensuring work place safety regulations are met.**

**Fastdata Nigeria Limited Sep 2006 - Aug 2007**

**Ikeja, Lagos State.**

**Intern**

* **Repairing customers CPU Tower/Desktops and other electronics products.**
* **Providing a comprehensive fault finding and repair service.**
* **Checking and calibrating instruments to make sure they are accurate.**
* **Taught computer basics by my superior in the field.**

**Awards, Leadership & Achievements**

• **Most innovative Intern, 2007**

**Fastdata Nigeria Limited, Ikeja.**

**Training and**

**Certification**

• **CCNA in View Oct 2019**

• **A+ Certification Aug 2006**

**Referees Available on Request**