###### CURRICULUM VITAE

## Olufemi Ogunjobi

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Plaistow,

London E138DD

Profile

* Strong customer service orientation.
* Excellent communication skills.
* Ability to prioritise work whilst multitasking.
* Ability to work autonomously and take own initiative.
* Works well in a team environment.
* Ability to follow policies and procedures paying attention to detail.
* Ability to learn and apply technical information in a fast-paced, demanding work environment.
* Ability to work well under pressure.
* Flexible and adaptable to accommodate hours of operation.
* Strong enthusiasm and desire to learn.

1. Proactive "can do" attitude.

**PROFESSIONAL CERTIFICATION**

AWS Certified Cloud Practitioner (CLF)

AWS Certified Solutions Architect - Associate (SAA)

Microsoft® Certified Solutions Associate (MCSA) office 356

Microsoft® Certified Solutions Associate (MCSA) Windows Server® 2008.

Microsoft® Certified Solutions Associate (MCSA) Windows 7.

Microsoft® Certified IT Professional (MCP) Server Administrator on Windows Server® 2008.

Microsoft® Certified IT Professional (MCP) Enterprise Desktop Support Technician on Windows® 7.

Microsoft® Certified Technology Specialist (MCTS) Windows Server® 2008 Network Infrastructure, Configuration.

Microsoft® Certified Technology Specialist (MCTS) Windows Server® 2008 Active Directory, Configuration.

Microsoft® Certified Technology Specialist (MCTS) Windows® 7, Configuration.

ITIL Foundation certificate in IT Service Management

**VMware Certified Associate** - Data Center Virtualization (VCA-DCV)

**Certification Validation**

[https://mcp.microsoft.com/Anonymous//Transcript/Validate](https://mcp.microsoft.com/Anonymous/Transcript/Validate)

Transcript ID: 966387

Access Code: like1964

Aws

<https://www.certmetrics.com/amazon/public/transcript.aspx?transcript=ZN8B7S112MFQ1PSW>

**Key Skills:**

* Excellent working knowledge of windows vista, windows 7, windows 8.1 and windows 10.
* Excellent working knowledge of windows 2008 ,2012 and 2016 servers

1. Excellent working knowledge of exchange severs
2. Excellent working knowledge of Remedy – call logging software.
3. Troubleshooting Microsoft outlook issues
4. Excellent working knowledge of active directory.
5. Experience with support and troubleshooting of LAN networks.​
6. Strong analytical skills to quickly assess situations, their impact and options for resolution.
7. Providing Support (both remotely and face to face) to customers at all levels.
8. Excellent working knowledge of Microsoft office suits
9. VDI/VMware installation.
10. Excellent knowledge of deploying applications using SCCM 2007.and 2012.
11. builds and deployments
12. Excellent working knowledge of office 365
13. Working knowledge of SharePoint

**PROFESSIONAL EXPERIENCE**

**SEPTEMBER 2015 – TODATE**

**Site:** **Wandsworth Council**

**Job Function: *Technical Analyst/Deployment Lead***

**Responsibilities:**

1. Desktop and laptop builds via SCCM 2012.
2. Personalize each desktop with user’s applications.
3. Backup and restore user’s data.
4. Support for users after deployment.
5. Liaise with 3rd party vendors for software upgrade.
6. Managing and resolving technical calls escalated by second line support
7. Remote support for remote sites.
8. Find solution to all issues arising from the deployment and documenting the resolution.
9. Liaise with 3rd party vendors for software upgrade.
10. Using LANDesk to manage and resolve calls.
11. Manual installs of applications when required.
12. Office moves
13. Network patching
14. Technical research and troubleshooting.
15. Manage a team of five engineers during the office 365 and windows 10 projects.
16. Documenting and resolving issues rising from the migration.
17. Configuring mobile phone using Microsoft intune.
18. BAU support for non-migrated users.
19. Providing VIP support for high profile users.

**AUGUST 2014 – JUNE 2015**

**Site:** **M&S**

**Job Function: *DEPLOYMENT&SUPPORT ENGINEER***

**Responsibilities:**

1. Asset tag and build laptops.
2. Personalize each laptop with user’s applications.
3. Deploy applications via SCCM 2007.
4. Backup and restore user’s data.
5. Support users after deployment.
6. Deploying office365 via SCCM and configure.
7. Find solution to all issues arising from the deployment and documenting the resolution.
8. Support Skype for business.

**JUNE 2014 – JULY 2014**

**Site:** **ISG CONSTRUCTION PLC**

**Job Function: *DESKSIDE SUPPORT***

**Responsibilities:**

1. Provide 2nd line remote and desk side visit to end users.
2. Maintain Service Level Agreements (SLA's) by managing ticket queues and workflows
3. Use Cherwell service management tool to manage calls
4. Perform daily checks of backup and equipment in the server room
5. Building laptops and desktops from image.
6. Maintain regular communication with users, ensuring calls are progressed efficiently
7. Office move.
8. Refresh of laptops and desktop.

**MAY 2014 – MAY 2014**

**HAMPTONS INTERNATIONAL**

**Job Function: *IT Support Engineer***

1. Owning incidents escalated from Service Desk to their closure.
2. Responsible for keeping calls in IT Operations updated.
3. Provide remote support to other satellite offices
4. Responsible for ensuring user satisfaction in every step of problem resolution.
5. Managing third parties who may need to be involved in order to resolve incidents
6. Escalating issues to Infrastructure team, but retaining ownership of the call at all times.
7. Documenting knowledge obtained during the solution of incidents.
8. Creating accounts and distribution list.
9. Supporting user mailbox issues through AD and client side (Outlook 2003 – 2010)

**DECEMBER 2013 – MARCH 2014**

**NHS Eastern and Coastal Kent (Kent and Medway CSU)**

**Job Function: *Windows 7 Deployment Engineer***

**Responsibilities:**

1. Build the new desktop to windows 7
2. Backup users profile on windows xp using easy windows transfer
3. Making a note of installed application on the xp desktop to be deployed on the new desktop.
4. Check printer settings and label printers use with the clinical systems (vision and emis).
5. Restoring users profile using easy windows transfer
6. Configure printers and label printer.
7. Installation and configure various clinical software such as speromery ECG, cadioview etc.
8. Reinstall all previous application on the new desktop.
9. Provide after deployment support to users to resolve issues arising from the deployment.
10. Add the desktop to the domain.
11. Complete and signed the deployment asset form.

**SEPTEMBER 2013 – OCTOBER 2013 Computer Center**

**Site:** **GE MONEY HOME LENDING**

**Job Function: *DESKSIDE SUPPORT&DEPOLYMENT ENGINEER***

**Responsibilities:**

1. Building laptops and desktops for deployments.
2. Schedule appointment with users to be deployed.
3. Capture the settings in the old laptop/desktop.
4. Restore to the new windows 7 laptop/desktop.
5. Use ITAM and thin app through AD for deploying relevant software to users.
6. Manually install applications not deployed through ITAM.
7. Configure outlook PST file and signature.
8. Sort out any post migration issues or escalate to the relevant support team.
9. Complete the asset sheet.

**AUGUST 2013 – AUGUST 2013**

**Site:** **ISG CONSTRUCTION PLC**

**Job Function: *DESKSIDE SUPPORT***

**Responsibilities:**

1. Provide 2nd line remote and desk side visit to end users.
2. Maintain Service Level Agreements (SLA's) by managing ticket queues and workflows
3. Use Cherwell service management tool to manage calls
4. Perform daily checks of backup and equipment in the server room
5. Building laptops and desktops from image.
6. Maintain regular communications with users, ensuring calls are progressed efficiently.

**MAY 2013 – MAY 2013**

**Site:** **Steria/Shepway District Council**

**Job Function: *DESKSIDE SUPPORT***

**Responsibilities:**

1. Provide 2nd line remote and desk side support services to end users.
2. Maintain Service Level Agreements (SLA's) by managing ticket queues and workflows
3. Configuration, Troubleshooting and Maintenance of Desktop operating systems and associated applications.
4. Building laptops and desktops from image.
5. Maintain regular communications with users, ensuring calls are progressed efficiently.

**FEBUARY 2013 – MARCH 2013 Computer Center**

**Site:** **GE MONEY HOME LENDING**

**Job Function: *DESKSIDE SUPPORT***

**Responsibilities:**

1. Building laptops and desktops from images
2. Use ITAM for deploying software to users
3. Maintain regular communications with users, ensuring calls are progressed efficiently.
4. Escalated issues when necessary.
5. Receive and manage Support Tickets from 1st Line Helpdesk Support.
6. Troubleshooting user desktop problems across a range of areas:
7. Operating system, networking, hardware.
8. Exchange, Outlook, Active Directory.

**JANUARY 2013 – JANUARY 2013 Computer Center**

**Site:** **ESPRIT**

**Job Function: *Window 7 Migration and Upgrade.***

**Responsibilities:**

* Backup user data
* Upgrade hardware if necessary
* Perform BIOS upgrade and settings
* Perform online or offline installation of window 7 using the USB build stick provided
* Ran the restore script to restore user’s data
* Follow the checklist to make sure the migration/upgrade has been successful.
* Configure lotus notes 8.5.
* Support users after the rollout.

**DECEMBER 2012 – DECEMBER 2012 Computer Center**

**Site:** **NBC Universal**

**Job Function: *Desktop Support.***

**Responsibilities:**

* Using BES to activate Blackberry devices for NBC Universal users.
* Liaising with Vodafone UK regarding SIM card activation/de-activation and any other customer request.
* General end user device support as and when required.
* Collections of the devices configure and deploy to users
* Enable EAS Activation for IPad and IPhone.
* Configure Microsoft exchange on both IPad and IPhone.
* Create BES account for users.
* Troubleshooting user desktop problems across a wide range of systems.
* Operating system, networking, hardware
* Exchange, Outlook, Active Directory
* Resolving various issues
* Prioritised and escalate calls when needed.

**JULY2012 – AUGUST 2012** **Computer Center**

**Site:** **NBC Universal**

**Job Function: *Senior Customer Engineer.***

**Responsibilities:**

* Using BES to activate Blackberry devices for NBC Universal users.
* Liaising with Vodafone UK regarding SIM card activation/de-activation and any other customer request.
* General end user device support as and when required.
* Procurement of blackberry’s, IPad and IPhone from NBC Universal vendors
* Collections of the devices configure and deploy to users.
* Provide executive support when required.
* Use PPMC call logging system.
* Enable EAS Activation for IPad and IPhone.
* Configure Microsoft exchange on both IPad and IPhone.
* Create BES account for users.
* Building laptops and desktops from scratch and from images
* Troubleshooting user desktop problems across a range of areas :
* Operating system, networking, hardware
* Exchange, Outlook, Active Directory
* Resolving network issues

**June2012 – June 2012** **Computer Center**

**Site:** **Expedia**

**Job Function: *Senior Customer Engineer***

**Responsibilities:**

* Laptop builds for both new users and existing users.
* Changing of toners.
* Respond to and resolve customer service requests in accordance with agreed SLAs.
* Prioritize problems, troubleshoot and exercise problem-solving skills.
* Follow-up with clients to ensure resolution is complete and timely.
* Work with the back end team to diagnose and resolve issues as required.

**April 2012 –April 2012** **Computer Center**

**Site:** **London Borough of Richmond upon Thames**

**Job Function: *Refresh Engineer.***

**Responsibilities:**

* Identify desktop/laptop to be refreshed.
* Inform users via email template that their desktop/laptop is due for refresh.
* Order relevant desktop/laptop through the assets administrator.
* Complete the build process.
* Copy over user data and profile to the new hardware, and testing all application is working.
* Handover and sign off the new hardware to the user.
* Decommissioning of old hardware.

**August 2011 –FEBRUARY 2012** **Computer Center**

**Site:** **British American Tobacco**

**Job Function: *Deployment Engineer/second line support.***

**Responsibilities:**

* Migrate users from windows XP to windows 7 using the USMT tool.
* Configure lotus 8.5 clients on the new windows 7 OS.
* Provide support for lotus users.
* Provide floor working support.
* Able to use the ncompact and nfixup commands to resolve most notes issues
* Create local replica and location.
* Using the upgrade assistance tool to resolve most template issues
* Pre migration audit of user’s current applications and hardware.

Sept 2009 – Sept 2010 Pulsarnet Communications Ltd Nigeria

**Job Function*: Technical Support Analyst.***

**Responsibilities:**

* Installation and support a mixture of XP, Vista, windows 7 workstations.
* Supporting and configuring of Microsoft outlooks 2003/2007 for the users.
* Using Remedy call logging system to update and to close calls.
* Recommend, purchase, configure and install laptops and computer related equipment.
* Providing IT help and support in a timely and effective manner.
* Train users regarding effective use of computer software and hardware in windows.
* Source hardware and software solutions.
* Maintaining Peripherals.
* Ensure IT assets; warranties and licensing are documented and up to date.
* Create images for both laptops and desktops.

2001 – July 2009 Orange Pcs Ltd London &HP/EDS

Job Function: *Desktop Support Analyst*

**Responsibilities**

* Provided 2nd and 3rd line Infrastructure Support to both local and remote users of the distributed Desktop/Server Office Infrastructure equipment, including NT Workstations, MS Windows 2000, XP and Applications, Lotus Notes and Exchange/Outlook.
* Provided a local proactive maintenance service for local hardware and software, ensuring continuity of service to the business.
* Identified trends in assigned incidents and work with other teams within Infrastructure to put fixes in place to resolve them.
* Provided on call support outside normal working hours and weekends when emergencies occur, as servers being down.
* Implemented Network Connectivity issues i.e. Diagnosing Network faults from patch panel to Switch/Router level.
* Call logging and resolution using Remedy application.
* Deployed Win XP Images on desktop and laptop.
* Supported and configured of Microsoft outlooks 2003/2007
* Provided 2nd line technical support, averaging over 40 calls a day, prioritised and escalated calls as needed.
* Provided floor walking support during migration.
* Resolved printer related queries.
* Manage User profile, account logon, Group Account, computer and resource access and general trouble shooting within Active Directory to ensuring correct Group Policies
* Provide remote support for satellite offices around the UK.
* Provide 2nd line support for over 3000 users.