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| **PROFILE** | |
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A Manchester based IT professional with 7 years’ experience in the I.T industry. I am able to work on my own initiative, or as part of a team. A hard working, committed and approachable individual First-class analytical and problem solving skills. Wide-ranging hardware and software experience. Extremely adept with mobile devices of all makes/models/software.

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| **KEY SKILLS** | | | | | |
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| * **Communication** | | Able to communicate confidently and effectively at all levels within an organisation, both in writing and verbally. | | | |
| * **Customer Service** | | Highly focussed at delivering a first class service to our customers  Experience of working within the ITIL framework. | | | |
| * **Problem Solving** | | Proven first-class analytical and problem solving skills. Work well in a high pressure environment. Ability to intensively research new technologies. | | | |
| * **Time Management** | | Excellent time keeping and time management skills. Extremely organised. Thorough planning resulting in consistently meeting tight deadlines. | | | |
| * **Comprehensive I.T Skills** | | 7 years experience in the I.T sector, including experience in system administration, general office applications, mobile devices and applications etc. | | | |
| **CAREER HISTORY** | | | | | |
| |  |  |  | | --- | --- | --- | | **One Manchester Limited – IT Operations Support** | Feb 2010 – Present | | | As part of the Technical Support team, my duties included support and resolution of both day-to-day issues and projects for clients across the business, both remotely, and, where necessary, by visiting the customer directly. Keeping a track of all calls logged, escalating to 3rd line/external support. Liaising with various suppliers for both support and procurement reasons. During my time at Eastlands, I was seconded to the Property Services team to be the ICT lead on the PDA roll out. I was also the main point of contact for any issues regarding PDA’s and the software used within mobile working. Also setup and configured iPads and laptops for board members and senior members staff while also providing training on the various devices and software used. Duties also included creating new user accounts for accessing the various systems. Have used various software packages/hardware including: | |  |  * Active Directory from Windows Server 2003 to Windows Server 2012. * Windows 7, 8, 8.1 & 10 * HoTH helpdesk software (House on the Hill). * Microsoft Exchange 2007 & 201 * Office 365 * Microsoft Office and other standard Windows applications * DRS (Formerly OptiTime) Scheduling software for operatives * 1st Touch Mobile Solution (mobile application for repairs operatives) * Orchard (Housing Management System) * IOS Mobile Devices (iPad – various models) * Open Accounts (Financial Software) * Android Mobile devices (Samsung) * Mitel Telephony (Hardware and software) * Windows Mobile Devices (PDA’s, Honeywell & Motorola) * GoToAssist Remote Access | | | | | | |
| **Arawak Walton Housing Association, Manchester** | | | November 2009 – February 2010 | |
| |  |  | | --- | --- | | Reception Worker/Call Centre Advisor |  |  * Sitting on reception, greeting customers and suppliers, assisting with housing queries. * Answering telephone calls from tenants, assisting where I could, or passing to relevant team | | | |  |

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| **EDUCATION** | |
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* OCR Level 3 NVQ for IT Professionals
* OCR Level 2 NVQ for IT Practitioners
* BTEC National Certificate for IT Practitioners – General (2 x Distinction)
* City & Cuilds Employability Skills
* Key Skills Level 3 – Literacy
* Key Skills Level 3 - Numeracy
* GCSE
  + GNVQ ICT - Merit (4 x B grade)
  + Maths – C
  + English - C
  + Science – C
  + PE – C
  + Music - C
* ITIL V3 Foundation

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| **CV Addendum** | |
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**Operating Systems**

I have experience of Microsoft Operating Systems, Including Windows XP/Vista, 7 and 8/8.1, using both the desktop and server editions, including 2003, 2008 and 2012. Extensive Knowledge of Apple’s mobile operating system IOS, and Android on othermobile devices.

**Remote technical support**

I have a lot of experience providing remote technical support, having used tools such as GoToAssit and TeamViewer, as well as Microsoft’s own remote access tools, to connect to desktop computers/laptops and servers remotely. I have also remotely assisted customers using the telephone when remote connection to a computer has not been available, talking them through the steps required to resolve their issues.

**Database Systems**

I have some experience with MS-Access, but have also used MySQL, MS-SQL, Sybase and Oracle.

**Other Applications**

I have extensive experience of many applications, such as Microsoft Office, (all versions up to and including Office 2013), Open / Libre Office, Firefox, , various Anti-Virus solutions, such as Sophos and Mcafee AV to name but a few. SOTI Mobicontrol, a mobile device management application used to maintain all devices such as PDA’s Laptops etc. Extensive experience in 1st Touch mobile application, including initial setup and maintenance of the system.

**Personal Suitability**

I feel that I am suitable for this role as I have not only the technical experience to offer, but also other attributes, such as my empathy toward end users and a general good attitude, not only toward customers but also toward my colleagues. I have always adopted the attitude that my job, as part of a support team, is to do whatever I need to do in order to allow my customers, (the end users) to get back to doing their jobs.

Treating my customers with the respect that I expect to be treated and not being patronising or condescending has, in the past, made me a very popular member of the team that I worked in, both from the customer side and within the team itself.

I am always keen to share knowledge within the team, whether it is through online knowledge base entries or mentoring the younger / less experienced members of the team, and also by training end users, which could be in formal training sessions, or simply creating a document with instructions for common applications such as Microsoft Office, which I email to team leaders for distribution within their departments.

I have a lot of experience of working in high pressure environments, and can adopt a cool, calm methodical approach to solving problems in a timely manner, working on my own, within a team, and directly with 3rd party suppliers.