**Toheeb Akinola, ADELEYE**

#### Personal Data

**Contact Address** : 30 Hasker Road, Basingstoke, Hampshire, RG24 9NF

**E-mail** : toheeb\_adeleye@outlook.com

**Telephone** : 07949773227, 07538125912

#### Profile

An experienced professional with 3 years’ experience in the Telecommunication / IT Sector, working in Network Operations, IT support and implementation. I am an enthusiastic team player who contributes best practice, standards and compliant approaches in order to achieve collective organisational goals. I am proactive, target driven, dynamic and enjoy working in a challenging environment.

**Skills Set**

* Working Knowledge of IP protocols such as RIP, EIGRP, BGP, MPLS.
* Working knowledge of technologies such as IP, ATM, DSL, LES Ethernet and Serial Line.
* Windows 7, 8 & 10; Installation / Configuration, Joining Workstation to Domain
* Windows 2012 Server and MS Exchange administration
* Network Management / Monitoring Systems**:** HP Openview NNM, Paessler Router Traffic Grapher (PRTG); NetCool, Hyperterminal, CLI, Telnet and SSH.
* Exposure to **ITIL** - incident management, problem management, change management, and the understanding of adherence to SLAs/OLA.
* Active Directory Administration
* Cisco IOS/ CatOS Platforms: Cisco 800, 1800, 2600, 2900, 3945E, 4000, 6500, 7200 and ASR1K.

**Professional Qualifications**

* Cisco CCNA Routing and Switching
  + ICND 1 and ICND 2

**WORK EXPERIENCE**

**Wanstor, UK (MSP) February 2019 till date**

***Network Operations Engineer***

* Manage both inbound and outbound 1st line technical support calls effectively.
* Provide proactive support for customer networks using network monitoring tools such as PRTG, Netcool, Cisco Works, HP Open View e.t.c.
* Diagnose and resolve network related issues
* Log customer faults to CRM software and follow up on technical problem.
* Escalate unresolved issues to relevant department e.g. PSTN, ADSL and LES Circuits line faults.
* Remote Access support and configuration of customer premises equipment such as routers, PCs.
* To log, update and track the progress of tickets and provide timely feedback to customers on a regular basis.
* Investigate routing and switching issues and take ownerships through to resolution.
* Raise line faults with the access circuits providers which include BT, TalkTalk, and Other suppliers.
* Configure Cisco Routers routing protocols including OSPF, BGP and RIP and also creating and implementing Access list and security control.
* Installation and configuration of WAN technologies such as Frame Relay, ISDN, E1, xDSL in a Cisco Router (800, 1700, 2600, 2900, 3500 series) Network Environment.
* Provide regular activity status reports to the Technical Services Team Lead

**Gilbraltar Technologies, UK (MSP) February 2017 to January 2019**

***NOC Analyst***

**Responsibilities:**

* Provide 1st Line Network engineering support for managed customers’ networks.
* Prep Configuration of Cisco routers and the switches for deployment on customer sites and Datacentres.
* Investigate and take ownership of routing and switching issues through to resolution
* Troubleshoot MPLS VPN; IP VPN; VRF; OSPF; EIGRP, BGP routing issues.
* Implementation of change requests on network (routers, switches and firewalls) infrastructure, adhering to Change Management process.
* Liaise with third party suppliers which includes access circuit providers, equipment vendors and Cisco TAC
* Investigate enterprise / campus LAN, VLAN, VTP, STP, HSRP issues of the various customer networks managed by the NOC.
* Update IP addressing Scheme, design and process documents and provide MS Visio diagrams.
* Provide root cause analysis; develop and implement solution recommendations for re-occurring faults

**UC Network Solutions, UK January 2017**

***Deployment Engineer (1 Month Contract)***

* Building of computers and upgrading about 400 PC’s from Windows 7 to Windows 10.
* Migrating users from Windows 7 to Windows 10.
* Documentation and Asset labeling of all device.
* Troubleshooting and resolving Hardware and Software issues, replacement of faulty hardware.
* Application deployment and Installation of user’s preferred applications.
* Carrying out service operations according to laid down processes and procedures.
* Active Directory administration.
* Deployment of PC’s to users’ desk and giving users a tour of Windows 10 and answering user’s questions.

**Quantum Edge Informatics July 2016 – November 2016**

*Data Center Engineer*

SUPPORT PROVIDED FOR AKAMAI TECHNOLOGIES in DCs (Interxion, Equinix)

* Racking and stacking of servers, switches and routers
* Installation and patching (cabling) of server racks and switch uplinks.
* Label all cables accordingly, in line with color scheme that will be used and described in the plan.
* Interpret plan and install the hardware according to the plan.
* Hardware replacement.
* Perform maintenance duties on all installations. (Server's Hard disk, RAM and PSU replacement, switch replacement, NetApp hard disk and PSU replacement, troubleshooting of network device connections).
* Deconstruction and packing of installations for returns
* Delivery of every project before the due date through careful planning and swift deployment

**Amazon Logistics, Jan. 2016 – June 2016**

***1st line Support***

* Provide a central point of contact and ownership for all calls raised by users
* Provide initial support to users, demonstrating appropriate levels of understanding and professionalism
* Log every user call fully, correctly and accurately within the call Management software
* Set the appropriate level of priority, allocating the call to the correct resolver group
* Monitor and escalate all calls logged according to agreed service levels
* Provide 1st Windows user support, which include Active Directory administration; user accounts password resets, support users with windows applications and hardware installation
* Provide progress updates and explanations on call resolutions in clear either verbally, or in writing within the Call Management software.

**EDUCATION** **DATES**

**Olabisi Onabanjo University, Nigeria 2008 – 2013**

BSc Biochemistry

Second Class Honours

**Achievers’ Model College, Ogun state 2001 - 2007**

Senior School Certificate Exam (SSCE)

**REFERENCE**

Available upon request.