***Francis Bode Awosunle***

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***Hertfordshire***

***WD6 INL***

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# *Profile:*

* Proficient in all facets of hardware and software installation.
* A confident, self-motivated and conscientious individual with a keen eye for customer service.
* Ability to work in a team or independently due to excellent communication skills.
* Expert at handling a variety of tasks simultaneously and efficiently.
* Understanding the implementation of The Information Technology Infrastructure Library  (ITIL)

# *Hardware Skills:*

* PC setup, troubleshooting and upgrades.
* Configuration, installation, maintenance and diagnostics of hard disks, network cards, modems, CD-ROMS, processors etc.
* Basic printer troubleshooting and maintenance on HP, Compaq, Epson and Lexmark.
* Troubleshooting CMOS set problems.

# *Software Skills:*

* Microsoft Products Windows 2003, 2007 XP Professional, Windows 7, MS Exchange
* Microsoft Office 2010 (Access, Excel, Outlook, PowerPoint and Word) , Office 365
* Remote Access Software VPN and SSN
* Lotus Notes and Gmail
* LANDESK Administration, BOMGAR and SCCM remote tools
* Managing, Installation and configuration of Checkpoint ENDPOINT firewall security tools

*Call Logging Tools*

* ServiceNow
* Touchpaper
* Systemworks and Supportworks
* Remedy

# *Technical Skills:*

* Installation, configuration and support of Windows Workstation in workgroup environments and customizing desktop settings.
* Installation and configuration in Windows environment, desktop build and all applications including MS Office 365
* Downloading programs and files from the network server to different workstations.
* Active Directory. Creating and deleting users account, setting restrictions.
* Assisting users with the use of applications and login problems.
* Email configuration on IOS and Android phones.
* Support and upgrades on hard disk, processor, memory and motherboards.

***Employment History:***

**UNISYS OMICOM GROUP Central London June 2018 till date**

* I was working within a team of 35 consultants at various locations around the UK for the Technology Refresh of the Media Agency.
* Hybrid 2nd line support on PCs and MACs.
* Migration of user’s account and data to the new environment using Active Directory.
* Preparing reports like Skills Matrix, Asset tracking, Checklist, Run books for other Engineers to get the know how about how the 24 agencies in the building are ran.
* MS Office365 email and SharePoint configuration of user accounts and OneDrive implementation rather than using shared drives.
* Telephony setting up and Cisco configuration for Jabber and Skype.
* Setting up and managing Secure Print Server for users.
* Installation/support of market data instruments Bloomberg, Lending Adviser and Branch Platform for the Finance Section.

**Beko PLC UK January 2016 till June 2018**

* Migration of user’s account and data to the new environment using Active Directory.

• Providing support for users at all level, floor walking, building and installing computers including MACBook and iMAC.

• Post migration support for users on MS Office 2016, Skype, Office 365 and OneDrive.

• Installation, configuration and support of VMware workstation based applications.

• Installation and configuration of SCCM and VPN remote access.

• Manage Implementation of application profiles and technical validation of peripheral devices.

• QA checklist to ensure the machines are built to standard builds specification.

**London School of Economics January 2015 till December 2015**

**KEY DUTIES AND RESPONSIBILITIES:**

* 2nd line support Analyst in MS Office 2016 to MS Office 365 Rollout environment
* Upgrading XP to W7 in a networked environment.
* Using Active Directory in creating and modifying user accounts for starters and leavers
* Installing, updating and configuring business bespoke applications
* Using service desk call logging applications (Supportworks)
* Using BOMGAR remote support tools to get onto different sites
* Backup and restore data during and post upgrades

**Turning Point Aldgate September 2014 till December 2014**

**KEY DUTIES AND RESPONSIBILITIES:**

* Fist/Second Line Support Analyst through phone and desktop support
* Resolving incidents using remote support tools
* Microsoft Windows 7 fault resolution and XP upgrade
* Troubleshooting Microsoft Office 2010 suite and Office 365
* Working with Active Directory, MS exchange to create user accounts, emails and distribution groups. Incorporating MS Lync
* Gaining Knowledge of ITIL Service Management best practices guidelines
* Troubleshooting Microsoft Office 2010 suite and Office 365

**London Borough of Barnet July 2014 till September 2014**

**KEY DUTIES AND RESPONSIBILITIES:**

* Ensuring that all customer information is kept secure and not disclosed to non Managed Services Support Centre personnel
* Maintaining a professional level of understanding of multi-user and network operating systems and the most commonly used office software application packages identified as being supported by BT Engage IT
* Providing an effective, professional response and solution(s) to reported problems, including the proficient diagnosis and repair of complex network and multi-user computer system faults
* Providing technical assistance and training as and when requested, by Line Management to internal and external customers
* Ensuring that all requests and work undertaken is logged and maintained effectively throughout the lifecycle of the incident
* Communicating in all instances in an effective, clear, concise and professional manner with Customer service being paramount
* Disseminating technical updates to other members of the Managed Service Support Centre as required
* Providing reports as necessary
* Carrying out additional responsibilities as requested by Line Management

**NHS Brent Jan 2014 till June 2014**

**Windows 7 Deployment Systems Analyst**

**KEY DUTIES AND RESPONSIBILITIES:**

* Windows Deployment rollout PCs in accordance with the project schedule.
* Escalated any issues that arise to the Project co-ordinator.
* Operated within established policies, procedures and operating frameworks to achieve targets.
* Provided high quality and consistent IT advice and support to all clients.
* To support the ICT Transformation Programme delivery by carrying out appropriate desktop support activities.

**Barnet Homes Sep 2013 till Dec 2013**

**Windows 7 Deployment Systems Analyst**

**KEY DUTIES AND RESPONSIBILITIES:**

* Administration, troubleshooting and maintenance of Microsoft, McAfee, SCCM, VMWare< Qualys and LANDesk applications.
* Carried out regular and scheduled checks of critical systems (LANDesk, MS AppV, McAfee EPO), resolving, recording and publishing incidents.
* Packaging and deploying Operating Systems (Windows 7) and software (eg Office, Firefox, Adobe, SAP), security patches (such as Microsoft & Adobe), driver and Bios upgrades (HP/ Sony Vaio) to supported clients, troubleshooting as required.
* Work closely with the Desktop Support Application Packaging Engineer and assist with administration and development for corporate PC and laptop builds, provisioning / imaging OS deployment and development.
* Maintain high levels of security awareness. Monitor, manage and coordinate risks and security activities, to minimise any such risks. Investigate, remediate, communicate client security alerts and escalate to the Desktop Support Manager and SCEE’s Security manager.
* Arranging and managing software and hardware trials.
* Assisted with the quality assurance of services provided.
* Assisted in the timely resolution of support calls ensuring they are within SLA.
* Provided monthly reports and key metrics as required.
* Escalated to line management problems or complaints should they arise and contribute to their resolution.
* Creating, maintaining and reviewing of documentation.
* Creating, maintaining, and evolving client machine builds (Desktop, Laptop, VDi).

**NHS East and North Hertfordshire Aug 2013 till September 2013**

IT Implementation Analyst.

* Desktop Support and Migration assisting with a large migration and installation project. Re-imaging Windows XP with windows 7.
* Installation and configuration of visual archiving and communication NHS applications **PACS**
* Implementing ITIL to make sure Service Level Agreement are met accordingly.
* Creating Desktop backups and automated Deployment tools like SCCM and LANDESK.
* Adhering to SLAs, Floor walking and monitoring logged calls.
* Providing 1st and 2nd line support to users.
* Logging remotely onto PCs using SCCM

**IHG Denham Sep 2010 August 2013**

Technical lead during PC Replacement Project – software image creation, technical documentation, training of engineers, day to day management of technical resource on the project.

* Scoping, writing and delivering a request for proposal document for maintenance of the IT hardware across the UK managed hotel estate. Key participant and technical advisor during supplier selection and negotiations. Technical lead and trainer throughout process of changing supplier.
* Technical Specialist on Windows XP migration to Windows 7. Googlemail, LANDesk (image deployment) McAFee Antivirus, VPN
* Customer facing 2nd Line support role involving resolution of IT faults across both corporate and hotel sections of the business including desktops, laptops, servers, firewalls, wide and local area networks.

**London Borough of Enfield Nov 2009 to Aug 2010**

* Floorwalker and Desktop Support.
* Supporting multiple sites environment in the Borough and Council Employees.
* Installation and configuration in XP desktop build and all applications.
* Provided remote Tier II technical support & troubleshooting. -Provided remote assistance with room system and Vpoint HD desktop installations.
* Imaging and configuring the equipment to the end user requirements and then deploying as planned, ensuring data is transfer and user is satisfied with the change.

**Computacenter October 2009**

* Deployment Engineer, auditing the current Hardware and Software, discussing requirements.
* Technical support, builds, configuring and installing windows Vista.
* Creating desktops builds for Laptop, PC.
* Post migration check, providing Standard PC Application Support.

**EDF Energy Plymouth August 2009 to Sept 2009**

* Providing support for users at all level, floor walking, building and installing computers.
* Collate and assist in preparation of reports**.**
* Adaptation of training materials to reflect the local environment.
* Post migration support for users on MS Office and Outlook 2007.
* Installation, configuration and support of VMware workstation based applications.
* Audit of users system through the deployment process and troubleshooting network connectivity issues with the new system.

**Intercontinental Hotel Group, Denham July 2006 to July 2009**

* Troubleshooting Microsoft Office - especially Outlook 2003
* PC hardware, printers, scanners, other peripherals in a networked environment
* PC and laptop Builds and Imaging of Windows XP
* First Line Support on Telephones/emails
* Dealing with network issues, patching up and Print Server queues

**Borough of Hammersmith / Fulham Feb 2006 to June 2006**

* Desktop and Hardware Installations
* User Support on Windows XP Professional

***Educational Profile and Training:***

* ITIL Service Management Foundation.
* Microsoft certifications such as MCTS, MCDST.
* LANDesk Certification - Certified LANDesk engineer (CLE).
* Troubleshooting and Supporting Windows 7 in the Enterprise
* MCSE Installation, Configuration and Administration
* MCSE Upgrade Windows 2003 to 2010
* BA (Hons) Business Studies and Information Technology.
* NVQ III – Implement the I.T Solution and Networking.
* City and Guilds PC Maintenance and Systems Installation.
* BTEC Ordinary National Diploma in Computer Studies.
* 8 GCSE’s including Mathematics and English.

***Activities and Interests***:

Dealing with people, reading magazines, surfing the Internet, playing tennis and badminton

***References:***

Furnished upon request.