

Ese Oronsaye

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**Adecco Group,** May 2018 – Present

Technical Lead

* Install, configure Windows Server 2012R2/2016/2019. AD, DNS, DHCP, GPO & Power Shell.
* Managed drivers and created OSD Task Sequences for new hardware required for the PC refresh project of 8,000 laptops.
* Microsoft SCCM troubleshooting, installation of applications, backup & disaster recovery.
* Manage application package creations, and deliveries through SCCM
* Knowledge & administration of SCCM sites, collections, boundary group, patch management, application/packaging, Distribution Point, Management Point, Operating System Deployment (OSD) & Microsoft Deployment Toolkit (MDT).
* Implementation of Intune/Azure AD mobile device management
* Mac OS Sierra/High Sierra/Mojave system administration and configuration. Install & troubleshoot applications including Outlook/OWA, Adobe Creative Cloud, Apple Remote Desktop
* Experience with Google Cloud Productivity Platform – G Suite (Google Apps), Google Console
* Strong understanding / experience with supporting network infrastructure (firewalls, switches, routers, Meraki wireless access point), VPN (Multi-Factor Authentication), and VOIP solutions
* Experience supporting Mac laptops, iOS and Android environment. Jamf Pro for Apple Mac software/policy distribution.
* Liaise with staff and support teams to ensure the timely resolution of incidents and requests.
* Excellent customer service skills with strong analytical, organizational and problem-solving skills
* Experience using and creating reports in ServiceNow (SNOW) platform.
* Administer and troubleshoot Office 365. Execute & manage Exchange to Office 365 migration,
* Experience with Skype for Business, Creston & Avaya Scopia Video Conferencing system.
* Help define and document operational standards and procedures for corporate IT systems
* Familiarity with cloud storage technologies: OneDrive, Box, Google Drive, iCloud & Dropbox

**Gigya (Now part of SAP),** Nov 2016 – Feb 2018

Senior IT Specilaist

* Experience supporting Mac OS X, Windows 7, 8.1 & 10, Apple iOS and Android environment.
* Provide IT support for laptops/desktop/handheld devices, software, printers, & LAN/WLAN.
* Support and configure local network, Cisco switches, firewall, routers, including VPN, TCP/IP, DHCP, DNS, 802.11, and VoIP services. Create user accounts/security groups in AD.
* Support Cisco Meraki cloud networking granting user access to Office/Guest Wi-Fi.
* Administer & support SaaS platforms via Okta SSO (Google App, SalesForce, Concur, MS Office 365, Sharepoint & DocuSign). Manage accounts in Jira, assign users to relevant groups
* Administer server/client operations in a domain environment including Active Directory.
* Deploy Azure IaaS Solutions – Virtual Machines, Virtual Networks, Storage accounts, ACL, Network Security Groups (NSG).
* Experience working with Apple technologies and solutions – Apple TV, Air Play, Air Print, Air Drop, VPP (Volume Purchase Program) & DEP (Deployment Enrolment Program)
* Use of remote tools to gain access to user’s devices – RDP, GoTo Assist & Team Viewer
* Managed IT staff, including hiring, training, conflict resolution and talent management
* Administration and configuration of VOIP IP & Conference phone – Polycom, Cisco.
* Setup and administration of users & groups on G Suite Admin Console. Grant & deny permissions to resources. Configure RSA SecureID Multi Factor Security System.
* Experience with JAMF Pro/Casper - creating policies to manage Mac laptops.
* Manage new-hire on/off-boarding and IT orientations on Service Now IT Service Management.
* Asset management inventory for laptops and mobile devices, including asset setup, assignments, transfers, and depreciation.
* AV setup/support for global presentations, video conferencing, and industry-related onsite/offsite events. Familiarity with cloud based video conferencing – Zoom, Google Hangout, Google Meet, GoTo Meeting, Skype for Business, BlueJeans & Webex. Administer support on CCTV
* Work with an effective global IT team on projects to help standardize and streamline global IT support and productivity.
* Ensure computer hardware/software safety & complies with ISO27001 Information Security Management System legislation
* Manage Adobe Creative Suite/Cloud account. Assign relevant licence to user
* Document IT procedures and processes for internal IT Knowledge Base and support links.
* Liaise with 3rd party vendors regarding all IT related queries. Manage ISP relationship.
* Support all levels of users from standard users to senior executives i.e. CEO, CTO, CFO, CISO in EMEA & APAC offices.
* Use of Concur Solutions to streamline our IT expenses (CAPEX & OPEX) by creating reports.
* Managed financial aspects of IT Department, including purchasing, budgeting & budget review.
* Management of software licence using Volume Licensing Service Center (VLSC).

**Sweet Face Cosmetics,** Oct 2014 – Sept 2016

Technical Support

* Experience with IP Routing protocols, including, OSPF, EIGRP, RIPv1 & RIPv2, Static, dynamic and default routing configuration. Configure and support VOIP Phone.
* Enrolment, administration and support of Mobile Device Management using VMWare Airwatch.
* Configuration of Switch ports for VLANs, VTP, STP, Rapid STP, PVST, BPDU, Voice VLANs & Trunk configuration (ISL & IEEE 802.1Q)
* Port-security administration on Cisco switches to prevent any unauthorized access to the network. Proficiency with network monitoring tools – Wireshark.
* Installation, configuration and troubleshooting of Windows 7/8/10. Setup & support OneDrive
* Hands-on experience with configuration of small to medium size networks and extensive use of Cisco IOS, CLI. IP addressing – Classful, Classless CIDR & VLSM Subnetting routing concepts.
* Project work: implementation of new network devices into existing network.
* Knowledge of deployment solutions such as Windows Deployment Services.
* Managing users, computers and OU in Active Directory (AD).
* Create and manage local VLANs based on department function and configure ports with static VLAN assignment.
* Implement VLAN Trunking Protocol to reduce administrative overhead. Enable secure sharing of VLAN information to prevent the introduction of rogue device from affecting the VLAN database. Shutdown unused switchports following Layer 2 security best practices.
* Provide first-level technical support, assisting users who have network problems

# King, Nov 2012 – Sept 2014

# System Administrator

* Knowledge of Microsoft Windows client operating systems – Windows 7/8/Vista/XP
* Creation and administration Microsoft Exchange 2010 email account. Support users on Outlook 2010; troubleshoot calendar, mailbox rights & public folders.
* Setup and configure Windows Server 2003/08 R2 on HP Proliant Server DL380
* Configure and deploy HP/Dell/Lenovo laptops and desktops with MS Windows 7. Use of Dell Kace for Asset Management
* Cisco & HP switches configuration. VLAN setup, configuration & troubleshooting, assign users or departments to relevant VLANs. Familiarity with networking protocol TCP/IP, DHCP & DNS
* Setup and support Mac OS X Mountain Lion. Installation of Parallel/Boot Camp and AD Binding
* Implement and deploy Windows 7 image using Windows Deployment Server
* Reporting & supporting senior level management – Directors, VPs and Chief Executives.
* Create & configure user accounts on MS Lync Server 2010. Use of Microsoft Lync and Cisco Jabber for Instant Messaging
* Utilise Jira call logging system. Ensure all support calls are logged & handled within SLA.
* Assist in organization, planning and co-ordination of office move, migrating 200+ users to new premise. Procure IT hardware & software. Ensure this is in line with agreed IT budget
* Setup and deploy Cisco IP telephony using CUCM (Cisco Unified Communication Manager)
* Manage user accounts, security/distribution groups, HP/Ricoh print configuration and troubleshooting. Control access rights using Active Directory.
* Setup Blackberry Enterprise Server v5/v10. Configure iPhones, iPads, Android and Blackberry handheld devices. Setup Network licence server using LMTOOL utility
* Setup & support LifeSize Unity 1000 & 2000 HD video conferencing system in multiple offices
* Regular use of video adapter connectors - HDMI, Mini Display, Display Port, DVI and VGA
* Utilise Radvision PC based Scopia video chat and conferencing for mobile and desktop user
* Responsible for delegating 1st line tasks to junior members in IT team

# Arcadia Group, Sept 2009 – Oct 2012

**Tech Support Engineer**

* Support and install Windows based environments – Vista/XP/2000/7. Administer, support and troubleshoot Window Server 2003/2008, Active Directory, Exchange & MS Outlook 2007.
* BAU Support, Picking Tickets from call logging system – Assyst (Axios system)
* Hunt Group and Call Pick up Group related issues.
* Installing on site cisco routers and switches. Creating cisco login and assign phone extensions.
* Configuration and troubleshooting of VLAN, Ether Channel & port security
* Setup, configure and support users on Mac OSX Snow Leopard. Support Safari/Firefox.
* Provide support on LAN/WAN/VPN connectivity. Remote to client’s PC/laptop using Citrix
* Install, configure and support iPass Connect 3G/Wi-Fi mobile broadband for remote clients
* Setup user account on Blackberry Enterprise Server v5.0. Configure blackberry handset.
* Utilize internal asset tracking application (Assyst) to ensure all hardware devices are up to date.
* Administer installation and support on WYSE & IGEL thin client terminal services.
* Assist users and management to install and configure IBM Lenovo desktop/laptop
* Set-up and configure users on Dominoes/Lotus Notes 7/8.5. Frequently recreate user ID file.

# Pinnacle Finance, July 2007 – Aug 2009

# 2nd Line Support Engineer

* Installation, configuration & setting-up workstation/laptops with Windows XP/2000/Vista.
* Avaya IP Telephone patching, setting up phone extensions and creating Hunt/Pickup groups
* Support and administration of Exchange Server 2007 i.e. setup security/distribution groups.
* Supervise regular tape backups on server. Monitoring and completing administrative tasks using Veritas and Symantec Backup Exec.
* Installation & Support of VNC deployment tool to remotely access client’s workstation & laptop.
* Troubleshoot VPN connectivity, TCP/IP, dial-up problems and wireless/LAN/WAN connection.
* Maintain Dell/IBM/Mac laptops & HP/Canon/Sharp printers, digital whiteboards and photocopiers.
* Working knowledge of Blackberry Enterprise Server v4.0 & v4.1. Support BB devices.
* Call logging of incidents, queries & requests received either via telephone or helpdesk email system. Conduct use of ITIL methodology & framework in our daily working environment.

# Education & Training

**CCNP Route - EIGRP, OSPF RIPv2 & BGP,** London Metropolitan University

**CCNA Certified,** London Metropolitan University

**BSc (Hons) Computer Science,** Middlesex University, July 1999

**BTEC National Diploma in Computing Studies,** City & Islington College, June 1995

**Mac OSX Snow Leopard 10.6 Certification,** Amsys

ITIL Foundation v3 Certification – IT Service Management

**Prince2 Certification - Project Management,** City & Islington College

A+ Technician Certification - PC Hardware/Operating System Skills, Smart Track

**Microsoft Certified Systems Engineer (MCSE),** Smart Track

### Interest

### My interest includes reading, jogging, weight training and basketball

References can be supplied on request