Olakunle R. Agusto

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**Personal Profile**

I have gained valuable experience in different work sector resolving issues in hardware set-up, install, operate, troubleshoot and configure computer operating systems and networks (Windows 2000, 2003, 2008R2, 2012R2 and windows server 2012/R2, 2016), Also has proven experience and skill in installing, troubleshooting MS Exchange 2007, 2010, 2013 and office 365) and other Microsoft office products. I have the ability to install and configure virtual technologies (Microsoft Hyper-V, VMware Esxi and Citrix xenserver and XenApp 6.5 and 7.6 and xenClient Synchronizer)

Proven ability to work within a team and able to work on my own to create and deliver solutions for business growth, organizational development.

I am looking for my next opportunity within an organization where I can bring real value to the team and the company.

**IT SKILLS EXPERIENCE SUMMARY**

**Operating Systems:** Windows server 2003/2008/2008R2/2012R2, Citrix Server,

**Server/Storage Hardware:** Dell PowerEdge R200, R 2950, R710, R720 R820, R910, Dell PowerEdge M520, M910, IBM Blade Center, SAN storage EqualLogic PS400, 5000, 610, HP ProLiant DL380 G4 Storage Server, HP MSA 232i, ME300i

**Storage Management**: EqualLogic PS4000, PS5000, PS6010, Dell Power Vault MD300i,

Microsoft Backup Software, Backup Exec 10, 12. 15 and Veeam Backup, Backup Assists. Enterprise Vault.

**Active Directory:** Install Active Directory Roles and Features Implementation and Active directory Management, Establishing trust, OU Implement, GPO Administration, Implementation and troubleshooting

**Network Protocol and Equipment:**

LAN, WAN, PAN, MAN and wireless networks (Topology, Design and Monitoring and troubleshooting), Wireless Access Point, Wireless Technologies, DHCP, and DNS

**Virtualization Technology**

**Citrix:** Install Citrix XenServer, XenDesktop, XenClient, Enterprise Synchronizer on windows server 2008R2, Citrix XenApp 5.0

**VMWare:** VMware ESXi 4.0, 4.1, 5.0, 5.1, 5.5, and upgrades, VSphere, Vcenter Server, configure HA and DRS etc.

**Microsoft:** Hyper-V, create virtual machines and configure virtual machines networking.

**Security:** Install and configure Sophos Cloud, Symantec, and MacAfee security.

**Practice:** Professional approach, Good written and verbal communication.

# **TRAINING AND EXPERIENCE**

* Microsoft Azure Trained
* Installing and Configuring Windows Server 2003, 2008, 2008 R2
* Installing and Configuring Microsoft Server 2012/R2, and Server 2016
* Install and configure Microsoft Exchange 2007, 2010, 2013, 2016 and Office 365
* Install bare-metal VMware Esxi 4.0 – 6.0 and Vcentre Server.
* Install and Implementation Citrix Xenserver and Citrix XenApp 5.0, XenApp 6.5
* Install and configure Microsoft Office 2003, 2007, 2010 and 2013
* Install Microsoft Windows Operating Systems, Windows 7, 8.1. Windows 10.
* Install and Configure System Configuration Centre Manager 2012/R2
* Install and Configure Enterprise Vault.
* Training on Human and resource Management and also customer service

**Education:**

Microsoft MCSE Certification in progress

A+ Certification - Service Technician and Operating Systems Technologies

University of East London- Business Management and Human Resources

Post Graduate Diploma - Computer Sciences

Bachelor Degree - Technology (B-Tech)

Diploma - Fundamentals of Information Technology

**Employment History**

**Amgen**

**Role: Technical Support Engineer 04/19 – Till Date**

# System sand Operational Support and Key Contributions:

* Manage user access in AD and Office 365
* Manage Virtual estate ( Citrix, HyperV and Vmware)
* Manager user mailbox in Exchange 2013, 2016, office 365
* Monitor and Server maintenance
* Monitor server uptime and Update patching
* Manage and setup user Printers access
* Build and Image OS deployment (Windows 10)
* Upgrade OS from windows 7 to windows 10
* Troubleshoot and resolve user Citrix sessions
* Manage users archives using enterprise vault.
* Monitor Backups using Veeam.
* Troubleshoot Network issue
* Setup Mobile devices using airwatch
* Use systrack to troubleshoot with pc and laptop

**South East Coast Ambulance Service NHS Foundation Trust**

**Role: IT TECHNICIAN 05/17 – 04/19**

# **System sand Operational Support**

* Manage user access in AD and Office 365
* Manage Virtual machine on VMware vcenter server
* Setting user Printers access
* Troubleshoot and resolve user Citrix sessions
* Trouble shooting Network issue on both PC and Laptop
* Setup Mobile devices using airwatch
* Use systrack to troubleshoot with pc and laptop
* Configure and trouble shoot Hardware and Software issues
* Monitor and Server maintenance

Key Contribution and Support

* Migrate virtual machines to new host and decommission the old host.
* I manage virtual servers using VMware 5.5 ESXI hosts (vcenter farm)
* I use systrack to troubleshoot issues with users session in citrix and on both pc and laptop
* I setup and manage user account using both Active Dir[ectory](tel:08/16%20-%2008/116) and Office 365in an hybrid environment
* I deplore windows 7 and 10 to build laptops and Desktop PC for users and for dedicated software use using MDT
* I Install and Configure Enterprise Vault, use for archiving email files.
* I monitor backup server and Tapes and replace hot swap hard drive
* I manage user groups and shared folder using in Office 365
* Create and modify email account for users in exchange 2016 and Office 365, I also use Active Directory to monitor new starter and leavers
* I manager Office 365 account and grant access as required and help create and setup calendar for uses and enable user access
* I Manage Citrix director to troubleshoot and reset user session
* I Monitor server rooms and replace hard drive when needed.
* I Use service manager to support and resolve end user issues across the trust
* I use airwatch agent to deploy and manage mobile devices
* I use remote tool to help remote users resolve related IT issues
* I also Liaise with third party provider for support on issues relating to their products
* I troubleshoot MS Office outlook error issues

**South West London and St Georges NHS Trust**

**08/16 – 13/04/17**

**Role: Assistant Systems Administrator**

Key Contribution and Support

* I manage user account using Active Dir[ectory](tel:08/16%20-%2008/116)
* I use powershell to manage leavers account in Active Directory
* Create and modify email account for users in exchange 2010
* I help create and setup calendar for uses and enable user access
* I manage virtual servers using VMware 5.5 Vcenter farm
* Use BMC service desk to Support and resolve end user issues across the TRUST
* I Create Virtual machine snapshot and while updating critical virtual server used for medical prescriptions
* I Use SCCM to deploy and manage packages and remote assist users
* I also Liaise with third party provider for support on issues relating to their products
* I monitor backup server and change the tapes
* Create and manage user accounts in E-Procurement
* I troubleshoot MS Office outlook error issues
* I also use Directory manager to monitor new starter and update employee ID
* Configure and setup user’s eFax account and also resolve error issues relating to not able to send or receive fax messages within and across the trust.

**Previous Employment History in Summary**

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| IT Support Analyst08/2016 - 08/2016 |
| **Norgine Pharma:** My role was to cover a role in the team of 4 and help withresolving user queries and build laptops and mobile devices using sccm,  I create and grant user access to folders  I create new users account in AD  I create user email a[ccount in MS](tel:10/2015%20-%2004) Exchange 2010 |
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| IT Support Engineer10/2015 – 04/2016 |
| **Hilson Moran:** I use SCCM to deploy software to client’s pc and use  I use WSUS to configure apply updates remotely  I diagnosed laptops, desktops and servers and for firmware updates and other required update.  I Troubleshoot problems with computer systems, including hardware and software, e-mail, network and peripheral equipment problems. Identify their source, determine possible solutions, give advice or implement appropriate solutions quickly and efficiently.  I build and configuring, upgrading and removing approved software applications, including operating systems as and when requested from desktops and laptops. |
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| 3rd Line Infrastructure Support04/2015 – 09/2015 |
| **Helping Hand Foundation:** This was a project I setup new infrastructure for the organization, where new hardware (servers (Dell R610), storage (Dell Powervault TL2000 tape library) and desktop PCs) were purchased. And upgraded the Windows XP to Windows 7 and office 2010  Windows 7 Rollout and upgrade MS office from windows 2007 to 2010  Install windows server 2008R2 and install all relevant roles and features  Install and configure windows deployment service and MDT  Create user account in MS Exchange 2010  Data migration, install server migration tool and use USMT.  Migrate roles and feature from windows server 2003 to 2008R2  Decommission servers.  Export and import local users and group  Setup network share, map drive using logon script in with group policy |
| Infrastructure Engineer03/2015 – 04/2015 |
| **London Ambulance Service**: Build windows 2008R2/2012 servers  Storage Infrastructure (Dell EqualLogic)  Setup and rack Dell R730 and Dell Powervault TL4000  Upgraded ESXi 5.0 to 5.5  Install and deploy project management software  Provision servers within test environment.  Use SCOM 2007R2 Monitoring, supporting tool  Maintain Backup management using Backup Exec,  Exchange 2007/2010/2013 support (Involved migrating users from 2007 to 2010)  AD, GPO writing PowerShell scripts for AD and exchange  Install windows server 2012 and Step backup server using Backup Exec |
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| **3rd Line Support Engineer** 10/2014 – 02/2015 |
| **XIT Ltd:** Technical team member that provide a new virtual data-centre using VMware ESXi 5.5 on HP ProLiant DL380p Server and create VMs using windows server 2012R2. Install Exchange Server 2013 and migrate Exchange 2010. Migrating server roles, feature and files within the old infrastructure. And provide network solutions, systems and Data migration, configuration and upgrades  Install and administer anti-virus and anti-spam software propagation and their databases using MacAfee EPO  Configuration TCP/IP, DNS and Migrating DHCP server to the virtual network  troubleshooting issues relating to Active Directory infrastructure  Floor walking support |
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| Infrastructure Engineer 03/2014 – 09/2014 |
| **Angusfire Ltd:** The role is to upgrade Windows XP operating system to Windows 7 Operating system, and also backup data from the old data-center and upgrade outlook 2003 and 2007 to outlook 2010. Assist with desktop users with issues  Upgrade all desktops and Laptops from windows XP to Windows 7  Operating Systems  Upgrade Microsoft office 2003, 2007 to Microsoft Office 2010.  Install and configure Windows Deployment Services.  Backup and migrate user Outlook folders.  Install and configure Lotus Note and AutoCAD.  Also setup wireless access point for visiting Managers and company managers  and directors  Escalate issue to the IT Manager and liaise with other colleagues to resolve  issues. |
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| 3rd Line Technical Engineer 01/2014 – 03/2014 |
| **XIT Ltd:** Troubleshooting network connectivity, analysis and Implementation of DNS, DHCP, WINS.  Install and configure VMware ESXi, Deploy, manage, and migrate virtual machines  Install and configure Active Directory and Manage users access in Active Directory infrastructure  Use vCenter to improve scalability and Configure and manage ESXi networking and storage  Install and administer anti-virus and anti-spam software propagation and their databases using McAfee EPO.  Troubleshooting network connectivity, analysis and Implementation of TCP/IP, DNS, DHCP.  Plus, other BAU |
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| 2nd Line Support Engineer 07/2013 – 12/2013 |
| **Croydon Tabernacle:**  Key Contribution:  Install and configure Operating Systems in Windows, (Server 2003, 2008 and 2008R2 Operating Systems)  Install and Configure Active Directory roles and features  Upgrade windows operating systems and migrate user files and folder.  Create users and reset password.  Use Group Polices to upgrade software to both users and computers.  Create Organization Unit and delegation of authority  Resolve issues via remote connection relating to the operation of PC, Bespoke Application and hardware, the Local and Wide Area Networks and the connections relating to server. |
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| 06/2013 – 07/2013 |
| Holiday for three week and job hunting |
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| 2nd Line Technical Support02/2011 – 05/2013 |
| Addot Manage Services: Key Contribution:   * Workstation assembling and installation. * Perform routine network administration tasks * Maintain network users according to policy, i.e., set up new users and remove old   Users, assign rights, email addresses etc.   * Contribute to the running and development of network resources and the formulation of new procedures and practices. |
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| 2nd Line Technical Support 11/2010— 02/ 2011 |
| Addot Manage Services: Key Contribution:   * Leading the migration project of windows server 2008 to windows server 2008R2 * Install and configure exchange 2007 * Procure HP ProLiant DL 180 Server, Decommission servers, building new servers for various application servers (Mail server, Web Server, Application, server and FTP server) * Testing new environment * Coordinate and communicate formal notifications to users, particularly regarding planned or unplanned IT system or network downtime.   Floor walking and Desktop support and troubleshooting |
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| Assistant IT Manager05/2009— 10/ 2010 |
| **South Greenwich HomeL** Responsibilities   * Procure Servers and storage servers and desktops third party vendors * Setup storage infrastructure and data centre with dell R610 and dell TL200 1U * Install and configure backup exec 12.5 * Install and configure windows server 2003 operating system and windows office * Leading the migration project of windows server 2003 to windows server 2008 * Install and configure exchange 2007 * Decommissioning servers, building new servers and various application servers * Testing new environment * Administrating trouble shooting networks, * Migration of folders and setting with Ms Migration tool * Resolve problems via the telephone that relate to the operation of OS and other software |
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| **Assistant IT Manager** 05/2007— 04/ 2009 |
| * **05/2007— 04/ 2009:** Install and configure windows operating system and windows office products on desktops and staff laptops * Install and configure MacAfee anti-virus and encryption. * Desktop support and troubleshooting of users software and peripherals * Setup network (LAN, WAN) and troubleshooting networks related issues, * Migration of folders and setting with Ms Migration tool * Resolve problems via the telephone that relate to the operation of OS and other software   Procure IT equipment and peripherals |