**EMMANUEL ANYAMELE**

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**SUMMARY**

A highly skilled and successful IT Specialist, with broad industry experience in IT Consultancy, Field Service Engineering, and Technical support; equipped with excellent work ethics and capacity to effectively and creatively manage IT projects.

**SKILL HIGHLIGHTS**

* MS server 2016, Office 365 & SSO support experience
* Active Directory Domain service: resource sharing & security
* Desktop and Field on-site support experience
* Network system – LAN, WAN, WWAN, DNS, DHCP, ROUTERS
* Network Services, Configuration & Troubleshooting
* L2 level IT Support Engineer

* Strong analytical and technical skills
* Good interpersonal/communication skills
* Attention to details and accuracy
* Meticulous approach to work
* Conflict resolution proficiency
* Mobile Device Support efficient

**EXPERIENCE**

**Cerco IT Ltd (Contract)**

**IT Support Field Engineer Oct 2019 – Till Date**

* Attended Cerco IT Ltd's intensive Computer Systems & Network Support course Practical experience of installation, repair and maintenance on a wide range of software and hardware products.
* Involved in Yum project on various Pizzahut sites in the UK, Changing their POS system, printers, hardware and software.
* Wall-mounted and installed new Box touchscreens (powered by windows 10) and printers in various sites.
* Performed Server configuration for the printers and the new software ‘dragontail’ on the Box machines.
* Migrated Windows 7 to windows 10 using image deployment on the company’s network server
* Configured and maintained switches and load balancer at customer site
* Installed network equipment, supported customer network systems, and tested network in remote areas
* Provided guidelines to customers on the usage of network peripheral
* Responded to customer queries and performed troubleshooting of various networking issues
* Installed peripheral devices and provided appropriate solutions to meet customer requirements
* Analyzed technical implementation procedures to ensure that it meets client's specifications
* Installed, tested, repaired, and maintained network equipment and system

**Excis Ltd, London (contract)**

**IT Support Field Engineer July 2019 – Sept 2019**

* Worked as a back-up helpdesk support engineer for onsite client **Sompo International**.
* Performed hardware and software upgrades, installations and updates to meet user’s need.
* Supported on-premises AD domain service, synchronized with office 365 using Azure AD connect
* Performed windows operating system migration, mostly Windows 7 to Windows 10
* Supported mobile devices such as tablets, laptops and mobile phones.
* Worked with IT service desk Ticketing system
* Maintained PCs and peripherals, troubleshooting issues and providing appropriate solutions
* Resolved issues on workstations and LAN, including IP resolution, and cabling problems
* Assisted with special projects and visit on remote Cisco locations
* Configured and maintained network settings on end-user devices
* Assisted in site infrastructure support for network and phone systems
* Assembled, installed and set up hardware at customer site, tested functions and identified problems
* Prepared vendor paperwork and returned parts that needed to be replaced under warranty period.

**Actor (part-time) Piece of Cake Casting, London** **Jul 2017 – Jan 2019**

**IBM, Malaysia – Onsite Client (Lenovo)**

**IT Consultant 02/2015 – 04/2016**

* Installed and configured operating systems (Windows 7/8/8.1/10), active directory and other applications;
* Antivirus installation to all desktops and laptops
* Worked with IBM DOS-based ticketing System Called P.I.M.P
* Configured and set up new desktops and laptops ensuring security and upgrades are applied, and kept up to date
* Monitored and maintained Lenovo PCs and Mobile devices
* Troubleshot system and network problems (TCP/IP, DNS)
* Responsible for monitoring and managing Lenovo system backups and Firewalls;
* Diagnosed, repaired system hardware and replaced faulty parts as required;
* Undertook small- to medium-sized IT projects as instructed by the IT manager
* Diagnosed hardware and software failures and resolved technical issues with a 98% success rate.
* Saved company over $13,000 by refurbishing used computers and technological equipment.
* Maintained 90% uptime on all company networks.

**Singapore Telecom (SingTel)**

**Mobile Technical Support 09/2013 – 02/2015**

* Managed and provided technical support on SingTel mobile devices like phones, tablets and laptops
* Diagnosed and resolved technical issues with Customers mobile device
* Monitored and tested systems and peripheral equipment and troubleshot problems
* Utilized Tally man for billing tickets, and Avaya Contact Center for other customer Interaction experience.
* Daily administration of the mobile manager software
* Evaluated systems performance level and improved capabilities as needed
* Oversaw and coordinated telecommunication activities
* Demonstrated mastery of customer service soft skills within specified time frames.
* Built customer loyalty by placing follow-up calls for customers who reported product issues.
* Developed effective relationships with all the departments through clear communication
* Collected customer feedback and made process changes to exceed customer satisfaction goals.
* Troubleshot and repaired network outages; testing network back-up procedures; updating documentation.
* Used feedback to identify user’s needs & requirement and utilized existing technology to meet their criteria.
* Received several spot awards for exceptional service provided

**EDUCATION**

**MASTER OF MULTIMEDIA (E-Learning Technology)**

**Multimedia University, Cyberjaya (MMU)**

3.6 GPA

**BACHELOR OF ENGINEERING:** COMPUTER ENGINEERING

**Enugu State University of Science and Technology (ESUT)**

2.7 GPA

**PROFESSIONAL CERTIFICATION**

* Cerco Certificate in Systems & Networking (CCSN) October 2019
* IT networking essentials (Microsoft) April 2019
* Introduction to Internet of things (Curtain University) April 2019
* Innovation and IT management (IIMB) June 2019

**HOBBIES**

Cloud computing, IOT, Sensors, Acting, Movie, Singing, Music, Table tennis, Basketball, swimming