**Shola Akingboye**

**Mobile**: 07931130095

**Email**: sholaak27@yahoo.co.uk

**Key Skills**

Reporting Skills, Administrative Writing Skills, Microsoft Office Skills, Managing Processes, Organization, Analysing Information, Professionalism, Problem Solving, Supply Management, Inventory Control, Familiarity with Domain Name System (DNS), Dynamic Host Configuration Protocol,Experience in MS-Office, Exchange server, SMS, VPN, TCP/IP and internet connectivity, PC imaging and Printers.

**Work Experience:**

[**Concept Resourcing Ltd**](https://www.cwjobs.co.uk/jobs-at/computerworld-personnel/jobs) October 2017–Present

*EPOS Installation Engineer (DIEBOLD NIXDORF)*

**Responsibilities**

**Diebold Nixdorf SSSR ATM Upgrade Project**

* IT Support on the following project:
* Upgrading ATM software
* Trouble shooting any issues that occur within the upgrade
* Working with different types of ATM models

**Diebold Nixdorf Tesco Memory Upgrade**

* IT Support on the following projects:
* Installation or replacement of memory module on Beetle SX or XPlus
* Completed the first Pilot sites before the project begun
* Meeting with project manager to improve the project
* Script based activity

**Diebold BOI Bank of Ireland Retrofit Project (Post Office)**

* IT Support on the following Projects:
* £10 polymer roller upgrade (ATM­)
* £10 Note Teach upgrade (£10 cassette upgrade ATM)
* £1-coin software upgrade (Self check out /ATM)

**PMG Resources**  February 2013 - September 2017

*ATM Support Engineer*

**Responsibilities**

* Worked with Windows Operating System Rollout/Migration/Upgrade/Desktop/ installation and Window 7 Rollout & MAC OSx, Server, Active Directory, LANDesk, Citrix, Dameware, MS Remote, Team Viewer Configured Laptops and Desktops, supported Bexley Decant and moved over 7500 staffs into new building.
* Troubleshooting and resolving technical issues.
* Performing first level fixes such as restarting services and issuing fix information for known problems.
* Documenting customer calls within support tracking software.
* Take ownership of customer support problems and follow up the status of the problem on behalf of the user and communicate progress in a timely manner.
* Assist Project Engineering on as needed basis.

**Education:**

BSc Degree in Computer Science

Diploma in Computer Engineering

ATM Repair Certification

High School Diploma

**Reference:**

On request**.**