**Michael Umoru** MSc BSc

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**PROFILE**

A target driven and proactive individual, who firmly believe that team work yields an amazing result in any organisation. With an extensive knowledge of working within the service desk ITIL framework and an Agile environment, I am able to use my initiative appropriately and can quickly adapt to new technologies while fulfilling responsibilities in an efficient manner. Willing to undertake any training required and available for work immediately

**KEY SKILLS**

* Microsoft desktop products (Windows XP/7/8/10, Windows Server 2008/12/16)
* Microsoft Office (365) and Exchange/Outlook Infrastructure components
* Network TCP/IP, NT domains, Microsoft Exchange
* Active Directory
* Software Development Lifecycle/knowledge of Jira and Agile Scrum practices
* IT Security Principles
* Accessibility/Usability metrics
* E – Business, Web Design, CMS
* XHTML/CSS
* RDBMS/SQL
* Cloud Computing
* JAVA Basics
* Business Objects
* ITSM, Customer Service
* Logical and methodical approach to problem solving
* Research and report writing

**WORK EXPERIENCE**

***Installations Engineer***

**Liquidlogic. Garforth, Leeds** Sep 2018 – Aug 2019

* Package and deploy Liquidlogic application software on customer’s servers (Windows 2008/12/16) and clients (Windows 7
* Respond to upgrade and installation requests
* Data Warehouse and SSIS package upgrade
* Database backup and restore
* Update restore jobs as required after an upgrade or data refresh
* Configure system files to specified parameters
* Keystore certificate management
* Frequent use of protocols including FTP, Telnet, VPN and Windows firewall
* Maintain and update customer versions information database

***System Consultant***

**Liquidlogic. Garforth, Leeds** Jun 2013 – Sep 2018

* Assist in making configuration changes to PROTOCOL Application
* Respond to LCS, LAS and EHM UAT issues logged via JIRA
* Triage all UAT issues logged by the LIVE sites on all systems in conjunction with the Customer Support Project Managers
* Triage software faults and change requests reported to the Product Team
* Working knowledge of Customer Forms Repository (CFR) across all apps
* Assist with form changes and providing advice when required
* Review and apply appropriate status to all UAT calls logged on JIRA
* System expert on Fostering, Adoption, CLA, CP and other LCS & EHM modules
* Work closely with the Product Managers and Customer Support Project Managers to ensure that the UAT issues are processed within the set agreement levels
* Ensure that all UAT issues have the relevant information provided so that Product Managers can analyse the issue without delay
* Liase with customers to deal with any queries regarding the content of the issues logged
* Dial into customer systems through VPN connection to replicate issues, apply bug fixes and obtain error log if required
* Assist with testing new functionality during internal JUT and onsite with customers (Floorwalking)
* Respond to queries on Business Objects Universe and Data Warehouse
* Troubleshoot and resolve data load failure and schedule issues
* Support the Liquidlogic Service Desk by triaging customer training queries

***IT Support Analyst***

**Lloyds Banking Group. Pudsey, Leeds** Apr 2010 – May 2013

* First/Second line support and technical resolution over the phone and via email
* Point of contact for any IT issues faced in any Lloyds TSB and Halifax branches nationwide
* Call logging, reporting and task management using bespoke applications
* Follow authentication procedures while using bespoke active directory application to reset password and provision access to both onshore and offshore users
* Troubleshoot/install network laser printers and escalate issues to Ricoh or Xerox if necessary
* Assist remote users connecting to network via VPN and blackberry
* Use ACE 7.1 Web Browser Application to enable and reset PIN of RAS accounts
* Support Microsoft Outlook email configuration and troubleshoot profile related issues reported by end users
* Record incidents and service requests in accordance with company procedures
* Register incidents with third parties and manage resolution while adhering to Service Level Agreement
* Identify problems when reported, then assess impact to business while consulting with the Major Incident team in order to determine the severity
* Troubleshoot network issues reported, then assign incident to the appropriate solving area if further investigation is required
* Follow up on incidents and sometimes chase solving areas so as to arrive at a resolution within the SLA
* Escalate incidents out of SLA following consultation with the service exceptions team
* Troubleshoot workstations, chip and pin device, voucher reader and other counter devices with the aim to first time fix at least 80% of queries
* Remote logon to Windows servers and workstations while resolving users request for printers and application installation
* Communicate with Virtual Technical Specialists using instant messaging office communicator (OCS) where necessary for quicker resolution.

**ADDITIONAL JOB SUMMARY**

***Website Designer*** Oct 2009 – Feb 2010

**Jobsteps, Hull UK**

***Assistant technician/Internet café attendant*** Nov 2005 – Aug 2006

**Olive Computer Systems Ltd, London UK.**

***Industrial Trainee (Human Resource Department)*** Mar 2004 – Jun 2004

**Oceanic Bank International, Victoria Island, Lagos.**

***Marketing Officer*** Jan 1998 – Jul 2000

**Event Minder Services, Ikeja, Lagos.**

**EDUCATION**

**University of Hull, UK** Sep 2006 – Feb 2009

Master of Science, Internet Computing

**University of Ibadan, Nigeria** Sep 2006 – Feb 2009

Bachelor of Science (Hons.) Mathematics

**Assurance Vocational Institute, Lagos, Nigeria** 1996

Certificate in Computing

**Yewa High School, Lagos, Nigeria** 1994

Senior School Certificate Examination, O Level

**INTERNAL TRAINING COURSES (Liquidlogic)**

* Basic SSRS
* Basic SQL
* Intermediate and Advanced Microsoft Excel
* Presentation Skills
* GDPR

**References available upon request**