|  |  |  |
| --- | --- | --- |
| **Ayodeji Oyewole**  12,Danesthorpe Close  Wheatley  Doncaster  DN2 5PW  Mobile: 07424217031 Email: a.oyewole@yahoo.com | | |
| **PROFILE** | | |
|  | I am a very versatile professional on a wide variety of roles in various markets sectors with a very strong technical background which allows me to fulfil a variety of roles within the IT industry. I have worked in on Government schemes involving several million customers for big companies in England and contracts in Wales which provided exposure to a broad range of IT related projects and activities. I am well organized, hard-working, and comfortable working in dynamic and complex as well as pressurized environments. | |
| **TECHNICAL SKILLS** | | |
|  | * Service desk Tools and Softwares including HEAT and Remedy * CA Unicenttre, Basle and Touch Paper * Proficient in the use and support of Microsoft Windows 2003/7/8/10/XP/Vista, Mac and Linux * VMWare workstation for troubleshooting/diagnosis * MS Office 2010, 2013 * Database: Microsoft SQL Server 2003, 2008 and Microsoft Access * MS Exchange Server 2003, 2007, 2010 (user admin) * BES Server, TCP/IP, DNS and DHCP * Active Directory (Set up user accounts, deletions, permissions etc.) * Knowledge of Lotus Notes, Microsoft Lync 2013 and Outlook * Citrix Presentation/XenApp Server and SharePoint (Terminal Services) * EPOS * Cisco, Avaya, Nortel Telephony systems * RSA VPN (Hard / Soft Token) * MailMarshal * ProPitch for presentation * Firewall and Anti-Virus (Symantec, McAfee, AVG) | |
| **CAREER HISTORY and EXPERIENCE** | | |
|  | **IT SUPPORT ANALYST Oct 2014 – March 2015**  **Royal College of Nursing**   * Provide 1st line support and administration for the RCN IT and Audio Visual departments. As well as information on matters relating to IT and Audio Visual services. * Analyze, Troubleshoot and resolve technical issues. * Direct more complex problems to the appropriate person, whilst still retaining ownership of the resolution of the fault. * Co-ordinate and log incidents on the RCN Service Desk tool, with the aim of resolving the majority of incidents and requests at first point of contact. * Respond to requests for technical assistance in person, via phone or electronically. * Diagnose and resolve technical hardware and software issues. * Escalate incidents to the 2nd line support team or outside 3rd party suppliers in aid of the resolution of issues. * Responsible for administering system backups. * Where required replace and install IT and Audio Visual equipment. * Produce reports using information from the Service Desk tool. * Setup, configure and take down IT and Audio Visual systems. * Carry out preventative maintenance tasks. * Deploying and configuring software as well as updates. * Providing statistics on policy and best practice use of equipment as well as updates to users as required and in conjunction with the agreed SLA’s. * Assist in the delivery of projects. * Update the IT asset list of the RCN and contribute to its accuracy. * Coordinate the disposal of redundant equipment. * Ensure documentation is kept up to date and record any changes to systems. * Liaise with staff at all levels in the RCN and externally.   **SERVICE DESK SYSTEMS ANALYST Nov 2013 – Mar 2014**  **Caerphilly County Borough Council**   * Support for the rapid clearance of common faults for all hardware and software issues. * HEAT Administration/Maintenance * Network Issues such as User Domains, login IDs, and Adding permissions to User Ids for access to certain areas of the network. * Amending Exchange details such as phone ext. /job title. Make changes to others Exchange mailboxes, such as “Out of Office” * Move Exchange accounts from one server to another, Setup Exchange Conference rooms, setup and maintain Exchange Distribution Lists * Support Printers. Office 2000, Desktops, Laptops, Servers, Routers, PDAs and Image Scanners. * Creating/ amend / Delete/ Move user accounts as well as Y Drives on the Network and AD.   **AERIAL ENGINEER Jan 2011 – Nov 2013**  **AVC (Sky)**   * Installing all types of equipment to receive digital services including: Home entertainment and multi-room systems, Digital upgrades, Aerial Installations, Freesat, Freeview, DAB radio, Televisions etc. for the digital switchover nationwide rollout * Wide range of customer audio visual equipment servicing including domestic and commercial appliances * Providing clients with the information and training on how to use their set-top boxes * Maintenance of set-top boxes and faulty installations * Provision of aftercare services for Sky TV and Freeview customers | |
|  | **1ST AND 2ND LINE SERVICE DESK ANALYST** | **Oct 2007- Sept 2008** |
|  | **Computa Center**   * Log all service requests and incidents from users and system support staff, via phone, web-logged calls, or email using Remedy * Resolve 70% of calls at first point including, Software/Hardware; Blackberry configuration & support, and iRAS (VPN) * Create and Administer Blackberry accounts on the BES Server * Remote access systems using CITRIX and Portals. * Occasional support on the 2nd Line desk as and when required * Supporting Windows NT, 2000 & XP users using MS Exchange Server 2003 for admin purposes. * Support for remote users on PC, MAC, Blackberry, GPRS, and VPN/Terminal Server connections * Extensive usage of Active Directory: new user account, unlock/password resets, permissions for file/folder shares & network resources * Practical knowledge and troubleshooting support of Hardware Desktop PC’s, Laptops; Networking Technologies and Protocols including Fax and Printer problems. | |
| **EDUCATION and TRAINING** | | |

**BA (HONS) BUSINESS MANAGEMENT (ECONOMICS)**

The Open University February 2017 – Present

Currently in the final year of a full-time 3 year course consisting of 6 modules which will enhance my knowledge of key business and economic principles.

**TEACHING ENGLISH AS A FOREIGN LANGUAGE (HND)**

London Teacher’s Training College Nov 2016 – Feb 2017

Lesson planning, teaching grammar, vocabulary, pronunciations, productive skills (speaking and writing) and receptive skills (listening and reading) to young learners and teenagers with little or basic knowledge of the language to people who speak English as a first language.

**EDUCATIONAL PSYCHOLOGY**  Sept 2016 – Nov 2016

Knowledge of student motivation, the learning process, assessing educational performance, individual differences in educational performance; students with special educational needs, learning and teaching styles, disruptive behavior and the design and layout of educational environments.

**ELECTRICAL AND ELECTRONIC SERVICING**

Birmingham Metropolitan College March 2011 – Dec 2011

Customer and Consumer Electronics. Safety requirements, Positive working relationships, Customer requirements, Familiarizing customers with use of products, installing electronic equipment in premises.

**INFORMATION TECHNOLOGY**

Birmingham Metropolitan College Sept 2006 – July 2007

Modules completed includes: Web Design (Dreamweaver), Systems Analysis, Mathematics, PowerPoint, English, Networking and Programming languages (Visual Basics)

**GCSE: Mathematics, English, Biology, Physics, Chemistry, Geography, Religious studies**

Moyle Park College (Dublin) Sept 1997 – July 2003

|  |
| --- |
| **INTERESTS** |

I enjoy playing football as much as I love watching league games at the stadium and I am a member of the local fitness centre where I attend sessions at least 5 days a week. I also like socializing with friends and family, and as I am quite passionate about technology; I spend some of my spare time staying up to date with new technology, software and computer games.

|  |
| --- |
| **REFERENCES** |

Available on request