



SHINA ALABI

NETWORK ADMINISTRATION, SYSTEMS ADMINISTRATION AND HELPDESK

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CAREER PROFILE: *Highly resourceful, proficient, and results-driven IT Analyst offering extensive training in implementing, supporting, and maintaining robust IT infrastructures. Recognized throughout my career for demonstrating the ability to lead complex projects, analyze data, perform system analysis, and evaluate effectiveness. Vastly adept at leveraging technical expertise to drive operational efficiency and enhance system performance. My overall goal is to expand my career brand and secure a position within Network Administration, Systems Administration, or Helpdesk/Tech Support, where my experience and expertise can be utilized to deliver optimal results in dynamic and challenging environments.*

SUMMARY OF QUALIFICATIONS

- Recognized for success in designing, implementing, and managing IT infrastructures to meet business objectives.
- Proven expertise in system administration, network management, and troubleshooting as well as executing strategic plans to align IT initiatives with organizational goals.
- Knowledge of operating system: Windows server, Windows 10, Linux, Mac OS and Mobile OS (Installation and configuration) and IT equipment procurement strategies
- Proficiency in MySQL, Microsoft SQL Server, MS Access, MS 365, Python, MS Project, VMware, Active Directory, Exchange, Outlook, CyberArk, Azure AD, MFA, Azure PIM,
- Competence in networking: WAN, LAN, VOIP, WiFi, DHCP, DNS, TFTP, WEB, TCP/IP, VPN, FIREWALL and Knowledge of ITIL, Security+ (certification in progress)

AREAS OF EXPERTISE

- Network and Systems Administration
- Network Design and Implementation
- Security Infrastructure Management
- Network Optimization Tuning
- Disaster Recovery Planning
- Cloud Computing and Integration
- Networking Technologies
- IT Helpdesk Management
- Technical Support / Troubleshooting
- Incident and Problem Resolution
- Service Desk Optimization
- Backup and Recovery
- Database Management

COMPETENCIES AND SKILLS

- Strategic Planning and Execution
- Team Leadership and Management
- Technical Support / Troubleshooting
- Project Management
- Complex Problem Solving
- Customer Relations / Service

PROFESSIONAL EXPERIENCE

Avanade

Senior Analyst

Ottawa, Ontario

Mar 2022 to Present

- Design and develop scalable and efficient solutions that align with business objectives and ensure system functionality meets user needs.
- Collaborate with stakeholders to gather and analyze business requirements and translate them into actionable technical specifications.
- Create and maintain comprehensive documentation including system architecture designs, data flow diagrams, process workflows, and integration requirements.
- Design and execute detailed test plans, test cases and test scripts to validate the system functionality, performance and security.
- Develop and maintain clear, user-friendly documentation such as KB and runbook, user manuals, FAQs and system operation guides.

Highlights and Key Results

- Improved the entire users onboarding and offboarding process by streamlining workflows, automating manual task and integrating new identity and access management (IAM) solution to enhance efficiency and security.
- Assisted with technical build and deployment of Windows 11 on new fleet of laptop companywide (Canada and overseas) using Microsoft autopilot.

- *Migrated 2,500 users and endpoints to new Active Directory domain, Office 365 tenant and windows10/SCCM managed build*

Sage

Ottawa, Ontario

IT Solution architect

July 2023 to March 2024

- Develop and document multi-year strategies for infrastructure, applications and digital transformations
- Define system architecture, including hardware, software, integration points, data flow and integration to ensure seamless interoperability between systems.
- Provide technical leadership and guidance throughout the projects lifecycle and ensuring adherence to architectural standards
- Implement performance optimization strategies, ensuring scalability, reliability and efficiency of deployed solutions.
- Manage cloud resources and on-premises infrastructure, balancing cost, performance and operational requirements

Highlights and Key Results

- *Migrated 10,000 employees from windows 10 to windows 11 Canada wide*
- *Redesigned Active Directory OU and group policies structure across business*

House Of Commons

Ottawa, Ontario

Senior IT Analyst

September 2022 to July 2023

- Provide technical support to House of Commons staff, ensuring seamless operation of IT systems including managing Windows servers as well as installation, configuration, and maintenance.
- Manage and prioritize helpdesk tickets, ensuring timely resolution of IT-related concerns as well as resolving hardware and software issues, minimizing downtime and enhancing productivity.
- Process service requests related to workstations such as installations, moves, upgrades, backup, and monitoring as well as resolve complex technical issues related to hardware, software, and network infrastructure.
- Maximize efficiency by deploying various software and systems through SCCM and resolving complex technical issues related to hardware, software, and network infrastructure.
- Support and manage requests from VIP clients related to Computers and Mobile while conducting system analysis and designing to ensure compatibility with business requirements.

Highlights and Key Results

- *Assisted with developing and implementing several network administration policies that made support more efficient for users.*
- *Managed user access and permissions in Azure Active Directory and provided support for Azure Virtual Machines and other resources.*
- *Developed and implemented IT policies and procedures to ensure compliance with industry standards.*

Accenture

Ottawa, Ontario

Cloud Technical Support Analyst II

February 2022 to September 2022

- Oversaw the deployment of various software, systems, and VPN according to the Knowledge base as well as processed service requests related to workstations such as installations, moves, upgrades, backup, and monitoring.
- Analyzed workstation operating systems, applications, utilities, and Internet/Intranet tools including connecting remotely to an individual system to solve technical issues via LogMeIn.
- Collaborated with clients, internal teams, and vendors to gather requirements, troubleshoot problems, and implement effective solutions.
- Conducted in-depth analysis of cloud architectures, identified areas for optimization, and implemented improvements to enhance system performance.
- Maintained and monitored cloud infrastructure components, including virtual machines, databases, and storage, to ensure optimal functionality.
- Contributed to the development and implementation of best practices for cloud services, ensuring compliance with industry standards.

Highlights and Key Results

- *Instrumental in leading a team of IT professionals to provide exceptional IT support including troubleshooting end-user issues related to workstations, servers, networks, and printer, scanners by phone.*
- *Maximized efficiency by maintaining data integrity and ensuring the security of workstations in accordance with standards and best practices (e.g., standards implementation/configuration hardening, secure access control, patch updates.*
- *Utilized Azure AD & PIM, MS365, MFA, SAP, CyberArk, and Exchange (access, permission, and management) as well as assisted users with issues related to VPN (Pulse Secure)*

Distributel**Ottawa, Ontario****Bilingual Technical Support Specialist (Team lead)****January 2019 to September 2022**

- Provided support for Internal and external Clients for software/hardware over the Phone and properly documented issues and resolutions in 'Happy Fox' ticketing system.
- Delivered high-quality customer service to users and opened tickets with Bell, Rogers, and Videotron through their Service Request Software.
- Assisted in the development of training materials for new support team members, contributing to a more efficient onboarding process.

Lassonde**Toronto, Ontario****Bilingual Helpdesk Technician****December 2017 to January 2019**

- Spearheaded IT projects from planning to implementation as well as incidents/requests from report to resolution for software, hardware, and mobile device issues.
- Facilitated training and support to end-users on new software and hardware systems as well as installing and configuring software and hardware for end-users.

Global Connects Travel**Brampton,****Ontario****Bilingual Service Desk Analyst****August 2016 to December****2017**

- Exceeded objectives by providing technical support to end-users via phone, email, and chat including troubleshooting and resolving technical issues related to hardware, software, and network infrastructure.
- Utilized remote access tools to provide remote support to end-users as well as tracked and documented support requests using a ticketing system.

PRIOR EXPERIENCE

- Bilingual Technical Support; Wirepick, Inc. – Toronto, Ontario June 2014 to August 2016

EDUCATION, CERTIFICATIONS AND TRAINING

- Diplôme d'études collégiale de l'Ontario: Technique des systèmes informatiques; College La Cité, Ottawa (Ontario, Canada) (2021 to 2022)
- Community College Initiative Program: Career Studies Certificate in IT Technical Support; Northern Virginia Community College, Alexandria (Virginia, USA) (2015 to 2016)
- Brevet de technicien supérieur: Réseau informatique et télécommunication; Institut de formation professionnel LOKO, Abidjan (Côte d'Ivoire) (2010 to 2013)
- Baccalauréat: Série D; Lycée Municipal de Marcory, Abidjan (Côte d'Ivoire) (2006 to 2010)

Certification

- Cisco Certified Associate Network (CCNA)
- Microsoft Certified: Azure Administrator Associate (AZ – 104)
- Microsoft Certified: Identity and Access Administrator Associate (SC-300)
- Microsoft Certified: Information Protection and Compliance Administrator Associate (SC400)
- Microsoft 365 Certified: Endpoint Administrator Associate (MD -102)
- Microsoft 365 Certified: Enterprise Administrator Expert (MS-102)
- Certified Wireless Technician (CWNP)