Akinwale O

Major Incident and problem analyst - MTN Nigeria Communications Limited
Lagos, GU
-Email me on Indeed:

Work Experience

Major Incident and problem analyst

MTN Nigeria Communications Limited
December 2012 to Present

Coordinates, standardize and supervise all enterprise systems, major incidents and problem activities within MTNN IS department to best practice standards.
• Proactively detect and prevent future problems/incidents via trending analysis on raw data extracted from the Information Technology Service Management (ITSM) Tool and initiate a known Error sub-process to allow quicker diagnosis and resolution.
• Ensures that the Information Systems Services Catalogue is up to date.
• Drive proactive problem management through incidents trend analysis and infrastructure events to recommend and initiate Service Improvement plans.
• Facilitates post mortem meetings and problem review
Meetings.
• Generate daily, weekly and monthly Reports of various types.
• Investigate and drive major incident and problems to resolution
• Ensure problems and critical incidents are logged via ITSM tool and also related to the problem or incident records to ensure data integrity and management.
• Mining of data from the ITSM Tool for analysis.
• Auditing of Problem management and incident management data to ensure data integrity and management.
• Analyse data for the purpose of trending.
• Device ways in providing intelligence to support business planning.
• Identify issues and generate insights for management decision making.
• Communication with the different levels of management on issues of Service Delivery and Infrastructure.
• Develop IS action plan to address identified issues with customer satisfaction.
• Define, Maintain and Manage Service Level Agreements with various Business Functions.
• Knowledge of Change and configuration management.
• Driving a resolution of post implementation issues to guarantee acceptance and usage of new solutions.
• Knowledge of business impact analysis of IT services during a major incident. Ensure integrity of information collected, stored, shared or reported.
• Maintains the KEDB (Known Error Databases) and the solution database (SD) i.e. by capturing all documentation into the Knowledge Repository.
• Facilitate monitoring and reporting of IS Service Levels achievements.
• Coordination of activities to ensure harmonious customer centric environment.
• Facilitate forums that will engender closer work relationship between IS and business units Drives IS Service Improvement initiatives.

• Facilitating meetings with various IS units to discuss and resolve escalated or identified customers' issues.
• Liaise with other service Management areas to drive service delivery
• Manage any Identified problem in MTN IS environment.
• Drive availability of all Enterprise systems in MTN IS Nigeria.
• Develop Incidents /problem trend analysis and prepare service improvement plan to address identified gaps.
• Apply the knowledge of various research techniques (such as surveys) in conducting research studies for proactive ways of resolving problems and major incidents.
• Articulate and discuss findings of resolutions with other team members to evaluate validity of findings.
• Daily proactive monitoring of the Infrastructure environment using the TM ART and BMC tool to assist with trending and early detection of problems that may arise in the enterprise Infrastructure environment.
• Act as team lead roles whenever the team lead is on leave or training.

First Line Support Engineer
MTN Nigeria Communications Limited
December 2011 to November 2012

On a regular basis with problem management investigate customer challenges by conducting customer surveys and trend analysis to discover where new solutions and optimisation is needed on services
• Frequently review Service Desk Processes and procedures for my team lead for optimisation of our operations.
• Research better ways to better serve the customers by looking involving other teams on knowledge transfer for first line resolution.
• Follow-up on Knowledge base population of incidents resolution for quicker fault resolution and customer satisfaction.
• Perform the incidence escalation process in compliance with IT Service Management methodology.
• Analyse and resolve computer related queries and faults encountered by users.
• Acts as IS advocate to the business
• Improve IS and the business relationship
• Management of customer escalation and satisfaction survey
• Validate adoption of IS service offerings
• Creating and maintaining mailboxes on the Exchange server. Granting of permissions/rights and creation of distribution lists & mail groups.
• Analyse incidents and escalate identified issues on service delivery to the Team Lead based on trend analysis of incidents and user request.
• Remote resolution of user applications and software related issues using SMS (System Management Service) and Windows Remote Assistance.
• Collect and analyse customer and business information and trends for forecasting and planning.
• Conduct competitive intelligence on products and service offerings.
• Conduct regular customer focused surveys to garner customer feedback and identify customer impacting issues.
• Generation of customer insight via available customer data to guide strategic CR business decisions
• Coordinate and prepare data and reports as required to support strategic decision making.
• Initiate and maintain communication with end-users on all MTNN IS related issues
• Prepare Service Desk report on a daily and weekly basis

First Line Support Engineer
COMPUTER Warehouse - Lagos, GU
February 2010 to December 2011

Group, BLK 54A Rufus Giwa Road, Off Road
14 Lekki Phase 1, Lagos.

WORKSTATION: MTN Nigeria Communication Limited
Duties and responsibilities:

First Line Support Engineer:
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• Prepare Service Desk report on a daily and weekly basis

End user Support
COMPUTER Warehouse - Lagos, GU
November 2009 to February 2010

Group, BLK 54A Rufus Giwa Road, Off Road 14
Lekki, Phase 1, Lagos.

WORKSTATION: MTN Nigeria Communication Limited
Duties and responsibilities:

End user Support:

• Direct interface between IS and end users in Telephonic, Electronic or hands-on systems fault resolution throughout the organization.
• Online resolution of reported faults and log incidents for further action.
• Inventory management: maintaining and controlling the inventory of IS Devices on the network.
• Security management: prevents unauthorized access to network resources. Disable components that may compromise network integrity.
• Perform LAN support functions down to the last line of support before escalating to LAN Engineers.

• Supporting IS personnel using applications systems such as Single View, Provident, Reflection (Billing System).
• Report generation on a daily and weekly basis with remedy work tool.
• OS Deployment to the Enterprise both locally and remotely using SMS (VISTA Upgrade Project).
• Resolution of computer related queries and faults encountered by users.
• Desktop software (Office 2003, Office 2007, Windows XP, Vista.) and hardware (HP, Compaq, Dell, IBM) Support, Installation, Configuration and troubleshooting.
• Installation and configuration of computers for users in the enterprise.
• Optimization of system performance for users.
• Daily System management\tracking and performance optimization.
• Monitoring of system security violations and resolution of virus attacks.
• Fault diagnosis and analysis.
• Daily\Weekly Backup of the Enterprise Servers using VERITAS Backup Exec.12.5 on Windows 2003 Server.
• Pro-Active and Routine Desktop Maintenance.
• PC performance\Job reporting i.e. provision of weekly reports.
• Communication with customers about IS issues and Service requests.

Sales Engineer
Digital Communication Konsult
May 2009 to October 2009

Carried out administrative duties including preparation of quotes and proposals, marketing company services, following up customers and managing client records.
• Pro-Active and Routine Desktop Maintenance.
• PC performance\Job reporting i.e. provision of various reports.
• Communication with customers about IT incidents and Service requests.
• Also worked as a customer service representative on service rendered by the company.
• Hardware and software Sales to large enterprises.

Call Center Agent
Visafone Communication Limited
October 2008 to April 2009

Answering calls on the customer care help lines and capturing subscribers' details and resolving the issues they have.
• Resolving Subscribers queries under a stipulated time frame.
• Telemarketing: Marketing the products and services of the company.
• Educating Subscribers on new products
• Follow up for complains and issues of customers to assure satisfaction.

Customer Relation Representative
Matrix Consult Computer Services
February 2007 to October 2008

Resolving customers' requests via Phone calls and Email.
• Training of clients on the use of result Manager Applications which is used by universities to manage student result.
• Keying in of data into Result manager Application.
• Accurate data records and filing systems used in the production and updating of relevant operational records and reports.

• Daily routine calls to universities using the application this is being inputted into the daily reports and weekly Reports.
• Customer awareness or update to new features on the application.
• Managed Licensing of the application.
• Document actions taken to resolve client problems.
• Hardware and software monitoring and maintenance.

Osun state Secretariat, Abere
Bureau of Computer Services
February 2006 to January 2007

Osun state.
• National Youth Service Corps (Cert. No. A001013539)

Trainee
Broadband Technologies Limited - Lagos, GU
July 2004 to October 2004

Worked with DAMA 10000 and LINKWAY operating software at the network control center of the company. This software is used to monitor on-line bank links. Banks such as First Bank plc. Bank of the North, Standard Trust Bank (now UBA), Zenith Bank, Platinum Bank, NUB, etc. were being monitored. This monitoring was made possible via the Outdoor unit (the satellite dish) and the Indoor unit (the server and the modems).
• Maintained and managed customer relations.
• Worked in the accounts department of the company.
• Worked with the administration department of the company.

Trainee
Information Management Resources (IMR) Limited - Lagos, GU
April 2004 to June 2004

Worked as a system trainee. Learnt how to identify system components, to couple a system unit, how to crimp a network cable and how to troubleshoot a system unit.
• System maintenance.

ATTRIBUTES / SKILLS
• Excellent communication, problem solving and negotiation skills.
• Self-starter with strong leadership and consensus building skills.
• Ability to multi-task.
• Self-disciplined.
• Ability to work under pressure, recall and remember excellent communication skills.
• Ability to meet tight deadlines.
• Team player with good interpersonal skills.
• Assertive and decisive.
• Strong analytical and decision making skills.
• Hardworking, Honesty, dedicated and trustworthy.
• Proven leadership and management qualities

Education

BMC
October 2012

B.Tech. in Computer Engineering
LADOKE AKINTOLA UNIVERSITY OF TECHNOLOGY
September 1998 to March 2007