Francis O. Adesan

A results-driven professional with over 10 years’ experience as Desktop & Network Support Engineer, a team player with sound communication and analytical skills, able to manage changing responsibilities and priorities. My passion as an IT support Engineer is to ensure minimum disruption to the clients’ desktop environment arising from any technical problems.

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| **CORE TECHNICAL CAPABILITIES** |

* Assembling of computer, Installation of Operating Systems and other software.
* Troubleshooting of Hardware, Operating System and Network.
* Installation, maintenance of other computer peripherals such as Network printers, modems, CD Rom and Writers.
* Configuration & Installation of Network Printers.
* Installation, Maintenance and Troubleshooting of Windows XP & Windows Vista, Windows7, 8, 10. Server 2003, 2008
* Configuring & Troubleshooting of Mail Clients MS Outlook 2003/2007/2010.
* Maintenance of hardware of various brands including Compaq, HP, Dell and IBM.
* Installing and configuring network operating system, hardware devices and drivers.
* Installation of all kind of Software for support of User.
* Installation and configuration of security software such as McAfee, Semantics, AVG
* Creating & managing user’s profile.
* Repairing of corrupt user mails in MS Outlook.
* Installation of all kind of Software.
* Maintaining “Client and Server” Relationship.
* Installation and troubleshooting of Laptops, Desktop problems. (IBM, HP, DELL, HCL).
* Maintenance of local area network.

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| **PROFESSIONAL SKILLS** |

* Configuring & Troubleshooting of Mail Clients MS Outlook 2000/2003/2007/2010.
* Machine Exposure: Dell, IBM, Lenovo, Compaq, HP.
* Installation and Configuration of LaserJet, Color jet & all in one Printer.
* Working Knowledge of Microsoft Word, Microsoft Excel, Microsoft PowerPoint
* Installation, Upgrade, Troubleshooting of Win2000/Win XP/Vista/Windows 7,8,10
* Installation & Troubleshooting of Windows server 2003 & 2008.

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| **Education & Certifications** |

**Master of Science in Information Technology**. Dec, 2012

North Carolina A&T University, Greensboro, NC

**Diploma in Computer Repairs**, Sep, 2005

Professional Career Development Institute, Norcross, GA

**Bachelor of Science in Computer Science**, Nov, 1999

University of Ilorin, Ilorin, Nigeria

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| **Professional Experience** |

**Suffice Solutions, MD** Jan,2015 – Mar, 2016

**Tier1 and 2 Support Consultant**

* Tier 1 level support for clients requesting system access, troubleshooting access difficulties and errors encountered.
* Responsible for daily operational efficiencies and escalate unresolved problems vendors.
* Resolves tier1 related issues over the phone.
* Maintain patches and upgrade logs of tools and applications and formulated Statement of Operations for new hire training.
* Performs housekeeping systems maintenance and incident monitoring.

**VF Corporation, Greensboro, NC** Feb,2012 – May, 2013

**GBT (Internship)**

* Resolve technical issues involving mail file migration and instant message client integration.
* Install, configure and support Traveler on Androids and iPhones
* Process local and remote Lotus Notes client upgrades and support
* Create spreadsheets and comprehensive daily log lists including completed upgrades, method of contact with users, appointments made, issues, and steps taken to resolve issues.
* Handling tickets / requests
* Provides operational support to users as needed.

**HI-TECH Solution Group, Charlotte, NC** Aug,2009 – Sep, 2011

**IT Technician**

* Diagnosed and corrected copper wire problems. Performed cable splices for copper cables. Removed and demolished abandoned cables.
* Maintained and referenced industry standards including ANSI, EIA/TIA and local and national Electric Code.
* Troubleshoot computers for internet connectivity.
* Determined closet and equipment layouts and installed closet hardware including backboards, connecting blocks, racks, and balance video equipment.
* Attended training and safety meetings. Worked safely at all times, utilized necessary personal protection equipment and demonstrated safe working practices to other technicians.
* Maintained a fully stocked and organized company truck with appropriate tools and safety equipment, including ladders and reflective vests.
* Maintained computers for small to medium sized businesses.
* Installed Video/Data/Voice Cabling and implemented computer networks.
* Built PCs from scratch
* Install, repair, maintain and upgrade desktop and notebook computers including printers.
* Assemble, Configure & Troubleshoot Hardware & Software Issues on Windows Platform servers

**RCCG, Living Waters, Greensboro, NC** Nov,2005 - Jun, 2009

**Consultant/IT Specialist**

* Developed network implementation plans, project plans, equipment specifications purchase and configurations.
* Performed hardware upgrades, modifications, and maintained servers, workstations, and peripherals.
* Installed and crimped Cat5e patch cables for LAN connectivity.
* Install, troubleshoot, update and maintain hardware, software and operating system.
* Configure wireless hosts and nodes
* Installed NIC cards on several desktops to setup network connectivity
* Performed network problem troubleshooting and resolution using tools such as PING, TRACERT, NBSTAT, NETSTAT, NSLOOKUP

**PF Computers, Greensboro, NC** Apr**,** 2003 - Nov, 2005

**System & Network Analyst**

* Administered systems, provided desktop support, consulted, and resolved problems.
* Troubleshot within existing systems and implemented a new customer related management software systems.
* Networked software throughout the organization and interfaced other support groups
* Planning, scheduling and implementing network hardware and software maintenance requirements and upgrades.
* Installed and configured standalone and Network printers
* Installed and configured Outlook clients on Windows 2000 and Windows XP workstations

**Shell Petroleum Development Company (SPDC), Lagos, Nigeria** feb**,**1999 - Oct, 2001

**Desktop and Network Support Engineer**

* Providing technical support for the all the users (production line users, software development team) and other applications for online data access.
* Provide L1, L2 support, Remote support, making MIS, coordination with user and Junior Engineer.
* Troubleshooting virus related problem and installing Antivirus.
* Installing and troubleshooting operating system (win98, Win XP, Win 2000, Win 2003 and Win Vista.
* Provide Support in Resolving Networks Problem and troubleshooting of LAN Connectivity issues.
* Internet access for the LAN through Proxy setting.
* Configuring Microsoft outlook for user and troubleshooting Mail Problem.
* Performing troubleshooting on assigned ticket and resolve the problem within SLA.
* Installation Configuration of Print devices (Network printers like, HP LaserJet 2200, HP LaserJet 2300, HP LaserJet 2420, HP LaserJet 4250, HP LaserJet 5000, and local printers) on desktops.