

# Kehinde Olaleye

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## Career Profile

I am a highly driven and self-motivated Cloud Engineer/Analyst. I specialize in analysing tasks at each stage of the project life cycle to ensure the project is delivered successfully.

I am vast in supporting, planning, designing and implementing state of the art information technology solutions that facilitates corporate growth. I am a problem solver with simple and creative design solutions. An innovative professional with proven ability to identify, analyze and solve problems to increase customer satisfaction.

I create, configure and manage IT resources, including - but not limited to - servers, applications, websites required by users and clients. I can also plan and build infrastructure for Business Continuation / Disaster Recovery. I architect cloud-native applications and resilient infrastructure. I specialise in Amazon Web Services, Microsoft Azure etc.

## Areas of expertise

troubleshooting network	LAN and WAN	Wireless networking	Cloud Migration
Designing and implementing tests of processes.	Creative problem solving	Powershell Batch Scripting	Exchange server
excellent communication skills	routers and switches	Microsoft Office Suite	Knowledge of Linux

## Training

### AWS Cloud Practitioner Trainee

02/2021-Present

- Completing a 12 week, full-time, classroom based skills development and training program on IT fundamentals, AWS Cloud, and professional skills.
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- Built IT fundamental skills, including: working knowledge of Linux OS, writing scripts in Python and Shell
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- Learned how to apply core AWS services in the area of compute, storage and networking, including EC2, S3, IAM, VPC, Lamda, Cloud Formation, RDS and Route 53
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- Demonstrated strong verbal and written communication skills, including the ability to explain technical information and terminology to non-technical end users
- Learned how to configure monitor and support the suite of core AWS services

## Experience

### Habib Bank Zurich LTD

03/2020-08/2020

#### ➤ IT Support/Engineer

- Remote Desktop Support with Citrix Zen Director
- Bitlocker Storage and Asset Management
- Avaya Ip Phone Management
- Configuring Pulse Secure VPN for remote connection and Multifactor Authentication
- Network patch management & configuration
- Setup and maintaining Active directory, adding new email accounts, new users, editing group policy at a user level, editing the security restriction on files, folders and printers
- Troubleshooting PC, printers, & mobile devices
- Manage Engine Desktop central device management
- Good understanding of Window server 2008, 2012 & 2016
- Troubleshooting MS Office 2016
- Work within ITIL framework
- Experience of working to SLAs and using a ticket logging system (HPlus)
- Print Server Management
- Good knowledge of AV support
- Excellent Understanding of windows 7 & 10
- Dealing with security risks within the company using Kaspersky and SOPHOS to restrict users with access control to removable devices on workstations to prevent data being removed from the network or potential viruses being brought into the company.
- Networking Solutions – TCP/IP, DHCP, DNS, Ethernet, Firewall Management, Switching, Routing, Avaya Phone Manager
- Networking and providing support in a primarily Windows environment. Installing applications, configuring VPN connections, network access and troubleshooting for both commercial and bespoke applications
- Providing training for new PCs, Laptops and various devices to all levels of users
- Rebuilding PCs, Notebooks and servers including hardware and software installation, data

### Natural History Museum

11/2019-03/2020

#### ➤ Service Desk Engineer

- Network patch management & configuration
- Batch windows deployment
- Setup and maintaining Active directory, adding new email accounts, new users, editing group policy at a user level, editing the security restriction on files, folders and printers
- Excellent understanding of Azure directory
- Troubleshooting PC, printers, & mobile devices
- Adobe creative cloud administration
- Ivanti device management
- Good understanding of Window server 2008, 2012 & 2016
- Troubleshooting MS Office 2016
- Work within ITIL framework

- Experience of working to SLAs and using a ticket logging system (Zendesk)
- Exposure to batch script commands
- Exchange Servers 2013 + Office 365 (Exchange Online)
- Server virtualization Storage & Backup – Hyper-V
- Good knowledge of AV support
- Excellent Understanding of windows 7 & 10

### **VSL Support LTD**

**04/2016-07/2019**

#### ➤ **1st/2nd line support**

- Lab management and maintenance of equipment
- Windows 10 upgrades from Windows 7
- Physical server to cloud server migration across 3 offices (Azure)
- Windows 10 roll out
- Printer set up & configuration
- Troubleshooting MS office 365 (Mac & Windows)
- Active Directory – password reset, account setup, account configuration
- Macbook troubleshooting
- Good understanding of Azure Directory
- Complex research lab set ups
- Good understanding of new user laptop set up (Mac & PC)
- Network troubleshooting/patching
- Laptop encryption across 2 offices using Bitlocker/Filevault
- Mobile troubleshooting & configuration
- New starter set up

### **MBR Computers, Lagos, Nigeria**

#### ➤ **1<sup>st</sup> line support**

**06/2012 – 09/2014**

- Providing 1<sup>st</sup> line technical support queries professionally and efficiently, maintaining a high degree of customer service
- Working effectively and productively with 2<sup>nd</sup>/3<sup>rd</sup> line support
- Taking ownership of user problems & performing a technical diagnosis then fixing the issue either remotely or on-site
- Documenting all calls on the call logging system
- Supporting users in the use of Computer equipment by providing necessary advice
- Liaising with 2<sup>nd</sup>/3<sup>rd</sup> line technical support to escalate unresolved issues
- Networking (LAN, WAN, Wi-Fi)
- Troubleshooting MS Office
- Good understanding of PC hardware and software set-up and configuration
- Performing routine upgrades and upgrades on existing systems

### **Education**

#### ➤ **London Metropolitan University**

**09/2014-06/2016**

- MSc Information Technology

#### ➤ **Tai Solarin University of education**

**04/2006-07/2010**

- Bsc Computer Science

- **Polytechnic School** **2005**
  - Upper Credit in Computer studies
- **Area Community High School** **1996-2001**
  - 5 A-C grades in subjects including Math's and English

### **Interest & Achievements**

- Mentoring & teaching youths ages 17-25 in the use of technology equipments
- Exploring new places and understanding different cultures through travel

### **References**

References are available on request