

HARUNA UMAR ADOGA

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Summary

A well-experienced networks and systems engineer willing to provide professional services in a work environment, which allows for teamwork and career development. I am equipped with the right skillset from both academia and the IT industry to contribute my expertise for efficient service delivery.

IT-Certifications and training:

- Python: Everything You Need to Know to Become a Developer
- Cisco Certified Network Associate (CCNA R&S)
- Cisco Certified Network Professional (CCNP R&S)
- Information Technology Infrastructure Library (ITIL) v3

Experience:

Computing Science Technical Lab Assistant & Tutor (part-time) – Feb 2021 to present (University of Glasgow, UK)

Responsibilities:

- Providing technical support to students in troubleshooting Windows, Mac/Unix, and Linux systems.
- Systems and Networks tutorial for Masters level students.
- Advanced Programming using Java.
- Web application development with Python-Django framework.
- Practical and theoretical teaching of Information Technology course for MSc.
- Technical writing, documentations and white papers writing.

Instructor (System Admin) – May 2012 to Dec 2019 (Federal University Lafia)

Responsibilities:

- Linux/UNIX system administration and teaching.
- Troubleshooting Windows clients' network connectivity issues.
- Configuring and troubleshooting routers and switches for LAN/WAN connectivity.
- Managing user accounts and storage.
- Network cabling for Cisco systems connectivity.

- Delivering practical and theoretical courses in computing science and Cisco networking.
- Installing BIOS, driver, and firmware updates.

Technical Customer Support Representative – March 2011 to May 2012 (Airtel Telecom).

Responsibilities:

- Processing service requests from subscribers.
- Processing technical service requests from subscribers.
- Serving as a tier 1 skilled service desk personnel in incident management.
- Receiving inbound calls from Airtel telecom subscribers to help resolve network connectivity challenges.
- Carrying out hierarchical escalation to tier 2 support engineers for resolution as part of incident management when needed.
- Placing outbound calls to subscribers as part of efforts to follow up on incident status.
- Proffering solutions to subscribers that are having a disruption with service delivery, based on SLA.

Programming, software, and Operating Systems Proficiency:

- Cisco IOS CLI configuration for routing and switching.
- Python and Bash scripting.
- VMware/VirtualBox virtualization.
- Ansible configuration management and CI/CD pipelines.
- NFV, SDN, SDN-WAN.
- Django web development framework.
- MacOS, Linux (RedHat, CentOS, Ubuntu) and Microsoft Windows OS administration.
- Open vSwitch software switch and OpenFlow protocol.
- Server virtualization.
- Infrastructure as Code with AWS CloudFormation.

Volunteering Service:

Glasgow Refugee Support Befriender – Nov 2020 to present (The No.1 Befriending Agency, Glasgow)

Responsibilities:

- Providing support for refugees and other vulnerable groups in Glasgow.
- Carrying out weekly checkup and ascertain the mental state of refugees.
- Providing refugees with much-needed support to settle in the society.

Street Team Member, Glasgow – Oct 2020 to April 2022 (Simon Community Scotland)

Responsibilities:

- Helping to combat the causes of homelessness in Scotland.
- Assisting homeless people with accommodation options.
- Supporting vulnerable groups and creating awareness on the dangers of drug misuse.

University Education:

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| ▪ University of Glasgow, UK. | PhD Computing Science (Jan 2020 – present). |
| ▪ University of Hertfordshire, UK. | MSc Computer Science (Sept 2014 - Feb 2016). |
| ▪ University of Maiduguri, Nigeria. | B.Eng. E & E Engineering (April 2004 – Dec 2009) |

Professional memberships:

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| ▪ British Computer Society (BCS) | No: 995111590 |
| ▪ Institute of Electrical and Electronics Engineers (IEEE) | No: 92735619 |
| ▪ Nigerian Society of Engineers (NSE). | No: G12769 |
| ▪ Nigeria Computer Society (NCS) | No: 10536 |