

TRAINER/NETWORK ENGINEER

Experience

Trainer/Network Engineer , 09/2016 to Current

Books-A-Million, Inc.

- Provided complete knowledge of Microsoft network administration / A+ Certification and as instructor of the MCSE Program
- Delivered course instruction in: Networking Essentials, CCNA, Server2012, Server2016 and Security +.
- Skilled in troubleshooting to the board level; excellent ability to facilitate, diagnose and troubleshoot networking and configuration problems of both hardware and software.
- Demonstrated ability to prepare goals and teach a diverse adult student body.
- Provided innovative lecture techniques and teaching strategies for students.

IT Manager/System Administrator , 04/2013 to 08/2016

Bickford Senior Living

- Promoted to leadership role accountable for maintaining key business applications and systems.
- Partner with senior leadership to guide short- and long-range technology planning.
- Plan, coordinate, and execute hardware and software upgrades.
- Serve as vital resource for Help Desk staff, overseeing daily support operations and providing assistance on complex trouble tickets.
- Cultivate and maintain relationships with IT vendors.
- Selected projects.
- Successfully directed the on-time, on-budget completion of company-wide upgrade to Windows 10 and Office 365 impacting more than onsite staff and remote employees.
- Initiated transformative IT policies designed to harden system security, including enhanced measures for password requirements and user access.
- Spearheaded new procedures for Help Desk documentation, enabling the development of a comprehensive knowledge base of common issues and solutions to improve Help Desk efficiency.
- Meet with managers to discuss system requirements, specifications, costs and timelines.
- Manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information Systems.
- Control the computer systems budgets and expenditures.
- I.T.
- Support Analyst, (Blend 7) British-America Tobacco - NG.

Help Desk Technician , 03/2011 to 02/2012

Redeemed Christian Church Of God The Master's Court

- Performed troubleshooting, repair, and maintenance of computer systems, hardware, peripherals, and telephony.
- Analyzed system requirements to efficiently isolate and resolve a wide array of technical issues.
- Participated in large-scale upgrades and installations.

01/2012 to 01/2012

- Provided technical support to end-users, leveraging broad-based expertise to handle problem identification, diagnosis, resolution, and escalation via helpdesk system, telephone, and remote support tools.
- Performed security administration functions for user, data, and remote access.
- Selected projects.
- Played an instrumental role in companywide migration from windows XP to Window 7 (BLEND7).
- Member of the Nigeria -Implementation team for the Enterprise Project.
- Installation of application software specifically designed for BATN.
- Set up new user's account profiles and dealing with password issues.
- Stakeholder/User engagement and trainings as well as first-level support the migration process.
- System Management and Network Troubleshooting and server Issues.
- Configuration of client lotus notes.
- Developed step-by-step training manuals for end-users to ensure a seamless transition following application upgrades.

Work History

Trainer/Network Engineer , 09/2016 to Current

NA

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Education

Bachelor's : Business Administration , 08/2015

Lagos University State

- NIIT, Microsoft Certificate Information Technology Professional- (MCITP)
- Cisco Introduction to Cybersecurity
- Cisco Cybersecurity Essentials course
- CCNA Routing and Switching: Introduction to Networks
- Mobility Fundamentals Series: Wireless Technology and Standards
- Google Analytics Individual Qualification
- Google Analytics for Beginners
- Advanced Google Analytics
- CCNA Exam In-view

Summary

- Promote optimal performance, reliability, and security across core business systems
- Results-driven professional offering a progressive, Seven-year career in information technology.
- Repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery.
- Expertly manage technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence.
- Process improvement champion with a history of implementing new procedures and technologies to strengthen security posture, enhance operational efficiency, and control costs. - Areas of Expertise - Testing & Troubleshooting Project Management System Administration Vendor Relations Strategic Planning Network Management and Maintenance Effective Communication Team Leadership Business Continuity Data Backup & Recovery

Certifications

- Window Server 2008 Active Directory Configuration
- Microsoft Certified Technology Specialist (MCTS)
- Window Server 2008 Network Infrastructure
- Windows Server 2012 R2: Active Directory Enhancements
- Window Server Administration Fundamentals
- Aws Certified Solutions Architect Associate (Exam In-View)

Highlights

- Business Continuity (3 years)
- Data Backup (3 years)
- Exchange (4 years)
- Maintenance (4 years)
- Cisco (2 years)
- DNS (4 years)
- Active Directory (5 years)
- VMware (2 years)
- Security
- Firewalls
- LAN
- IT Support
- Networking
- Disaster Recovery
- Microsoft Exchange
- Microsoft Windows Server (6 years)
- A+ Certification, Information Technology, Network administration, Upgrade
- Active Directory, Instruction, Network hardware, View
- Analyst, Instructor, Network Troubleshooting, Windows Server
- Apple, IT Support, Network
- Architect, LAN, Networking
- Backup, Leadership, Networking Essentials
- Budgets, Lotus notes, Networks
- Budget, Managing, Operating system
- CCNA, Access, Peripherals
- Cisco Router, Microsoft Certified, Personnel
- Cisco, MCSE, Policies
- Interpersonal and communication, Exchange, Printer
- Hardware, Exchange Server, Routing
- Client, Microsoft Exchange, Self-motivated
- Diagnosis, Office, Switches
- Disaster Recovery, Windows 7, Teaching
- Documentation, Microsoft Windows, Technical support
- DNS, Windows, Telecommunications
- Fast, Window, Telephone
- Firewalls, Window 7, Telephony
- Google Analytics, Window 8, Training manuals
- Help Desk, Windows XP, Troubleshoot
- IIS, Migration, Troubleshooting
- Information Systems, Enterprise, Upgrades

Skills

- Business Continuity (3 years)
- Data Backup (3 years)
- Exchange (4 years)
- Maintenance (4 years)
- Cisco (2 years)
- DNS (4 years)
- Active Directory (5 years)
- VMware (2 years)
- Security
- Firewalls
- LAN
- IT Support
- Networking
- Disaster Recovery
- Microsoft Exchange
- Microsoft Windows Server (6 years),
- A+ Certification, Active Directory, Analyst, Apple, Architect, Backup, budgets, budget, CCNA, Cisco Router, Cisco, interpersonal and communication, hardware, client, diagnosis, Disaster Recovery, documentation, DNS, fast, firewalls, Google Analytics, Help Desk, IIS, information Systems, Information Technology, instruction, instructor, IT Support, LAN, leadership, lotus notes, Managing, access, Microsoft Certified, MCSE, Exchange, Exchange Server, Microsoft Exchange, Office, Windows 7, Microsoft Windows, Windows, Window, Window 7, Window 8, windows XP, migration, Enterprise, network administration, network hardware, Network Troubleshooting, Network, Networking, Networking Essentials, Networks, operating system, peripherals, personnel, policies, printer, Routing, Self-motivated, Switches, teaching, technical support, telecommunications, telephone, telephony, training manuals, troubleshoot, troubleshooting, upgrades, upgrade, View, Windows Server

Additional Information

- Authorized to work in the US for any employer
- Configure and Managing Active directory, Group policy, DNS, IIS NAP, etc. for Over Seven Years. Install, configure and maintain network hardware for example, Cisco Router and Switches. Install, configure and maintain operating system, for example, Server2003R2, Server2008, Server2012, Exchange Server 2010, Windows 7, Window 8, Windows 10 and also with Apple system. Excellent interpersonal and communication skills. Conceptual ability and fast learning. Resilient, Self-motivated and goal oriented Managing

organization resource on the network e.g. User's account, printer's, client computers, files and also creating a policy for organization resource for the user's Building the brain of organization network from the scratch like, creating a domain, creating a domain in an existing domain also creating child domain