

Lawal Olayinka Mudashiru

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IT Support Specialist

A Recognized Expert in IT Administrative, Experienced in All aspects of IT Operations

Dynamic, results-oriented and a successful **IT Administrator** with extensive knowledge in Information Technology operating systems, especially Windows, Exchange and Active Directory and highly accomplished service desk officer with more than **6 years** of experience driving in overall performance of information technology and other technical operations. Strongly determined to deliver high quality and user-friendly products & services to the market as quickly as possible. Possessing a proven ability to assist with the day-to-day running of an IT department and its business IT systems. Demonstrated pro-active work ethic, team player values with strong multi-tasking skills, and an ability to grasp new concepts and initiate technology innovations. Personal drive required to deliver a service that exceeds the expectations of colleagues and end users through a positive, well organized and structured work ethic.

AREA OF EXPERTISE

Microsoft Office Applications ♦ Computer networks & TCP/IP ♦ Windows Active Directory
Helpdesk Support ♦ Windows Configuration ♦ Technical Support ♦ Backup systems
Server Administration ♦ Network Cabling ♦ Operating Systems ♦ Customer Services Skills
♦ Core desktop Support ♦ Service Desk Support and Incident Management
♦ Network Support ♦ Maintenance Officer ♦ Polycom Conference Setup ♦ Frontend Developer

EXPERIENCES AND ACHIEVEMENTS

WHYTECLEON LIMITED,

8b, Bendel Close off Bishop Aboyade Cole Victoria Island, Lagos
C/o FirstBank Ltd, Information Technology Division, IT Service Desk/User Support,
Head office, Samuel Asabia House, 35, Marina, P. O. Box 5216, Lagos, Nigeria.
Nigeria, Lagos

System Administrator

2012 – Present

Provide Tier II/other support per request from various constituencies, investigating and troubleshooting issues. Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs. Sustaining Active Directory user accounts including setting up new user accounts, shares, groups, password resets, etc. Ensure that all phases of support, installations, upgrades, software, hardware, operating systems, etc. are coordinated, monitored, tracked, and resolved.

- ♦ To Provide Proactive It Services to Bank
- ♦ Firstline IT Support to Users in The Branch.
- ♦ Carry Out Assignments from Head Office On Roll-Out/Deployment of Solutions from Head Office.
- ♦ Network Issues Resolutions in the Branch Local Area Network.
- ♦ System Issues Resolutions in The Branches
- ♦ Carry Out Quarterly Preventive Maintenance of Systems at The Branches
- ♦ Report Quarterly On Systems an Atm Inventory
- ♦ Bankmaster Tape Restoring and Labelling
- ♦ First-Line Atm Support.
- ♦ Configuration of I-pad and phones for organization used

WHYTECLEON LIMITED,

8b, Bendel Close off Bishop Aboyade Cole Victoria Island, Lagos

C/o FirstBank of Nig Ltd, Human Capital Management and Development,
Head office, Samuel Asabia House, 35, Marina, P. O. Box 5216, Lagos, Nigeria.
Nigeria, Lagos.

System Support Officer.**2010 - 2012**

Provide support in effective Monitoring and maintenance of the people First Management system

- ◆ Provide effective support for HR system
- ◆ Assist in the implementation of HR systems/automation plans
- ◆ Maintain and support variety of reports/queries to help maintain data integrity
- ◆ Provide support in the generation of HRIS logs and provide reports (exception and incident
- ◆ Provide support in the design and communication of special reports for analysis, management review, research purposes or reporting requirement
- ◆ Coordinate end user training session
- ◆ As part of the Bank's information Security requirements, maintain the security of information entrusted to the staff and comply with the principles and policies in information Security Handbook

Aitek Network System,

2A, Olaide Tomori Street Ikeja, Lagos State

IT Technician**2009 - 2010**

Functioned as part of a proactive team of support staff accountable for delivering high level of technical support and professional customer service to internal staff. Preservation and management of the Windows based Server 2008, 2012 environment, Windows OS deployment via SCCM 2007 self-service portal and software. Application software distribution using SCCM 2007 client centre. Successfully troubleshooting the technical problems and implemented best solutions. Communicated and meeting with external suppliers of IT services. Troubleshooting of laptops. Followed documented processes i.e. implemented change control procedures. Purchased of IT Equipment in line within agreed budgets.

Professional Experience Continued...

- ◆ Assist in the design of Both LAN and WAN network for banks and offices
- ◆ Troubleshooting of LAN to ensuring and achieving a near zero downtime of communication links.
- ◆ Actively configured laptops.
- ◆ Supported a multi-site IT infrastructure of at least 150 employees.
- ◆ Assist in the installation of V-SAT
- ◆ Maintainace and Installation of CCTV cameras

BAMACO CYBER CAFÉ**20, Oshodi Road, Lagos****IT Support Officer****2004 – 2005**

Accountable for taking and logged incoming calls and provided efficient customer support for all 1st Line issues relating to Servers, Desktops, Laptops and peripherals. Efficiently supported over 20 users and on average answered 30 IT calls a day. Competently handled incoming incidents via the phone / e-mail promptly and effectively. Completely diagnosed and resolved a wide range of technical issues over the phone. Delivered technical support over the phone to all IT users. Escalated calls and issues where necessary to senior level support. Take ownership of a call and seeing it through to closure. Successfully answered and responded to all calls and requests within agreed time scales and updating support documentation. Remote administration and management of customer premises equipment. Formed and retained email profiles for users via MS Exchange 2010 and administrated Microsoft Exchange email accounts. Supporting MPLS link primary and secondary link. Set up Audio and Video conferenced (Point to Point or 3-way virtual conferencing) for meetings. Use of Email Continuity agent to arranged a failover system for the exchange sever.

- ◆ Ensured that all call details are captured and entered in the Connect wise helpdesk logging software.
- ◆ Delivered troubleshooting and configuration support for client desktop and networking environment.
- ◆ Excellently executed and monitored backups.

EDUCATION

B.SC, Computer Science, National Open University, Nigeria**OND, Electrical/Electronic Engineering, Kwara State Polytechnic, Ilorin****Certificate of Attendance: CompTIA A+****Web Development Certificate**