

# Rufai Kabiru Adeniyi

## IT Support

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### SUMMARY

I am an accomplished Tech Support Executive and IT Support Specialist with over 6 years of experience in IT support, system administration and network troubleshooting, plus 2 years in DevOps. Specializing in network administration, system management, help desk support, and cloud solutions across travel, healthcare, and gaming industries. Proficient in automating processes and implementing CI/CD pipelines using Terraform, Docker and Jenkins, with a proven track record of reducing operational costs by 50% and downtime by 95% through enhanced system efficiency.

### EXPERIENCE

#### Tech Support Executive

Finchglow Holdings | 01/2025 – Present |

Company providing travel and technology services

- Developed IT disaster recovery plan across 5 subsidiaries, ensuring business continuity and reducing downtime by 70%.
- Automated network monitoring and alerts, ensuring critical systems remained operational with 99.9% uptime
- Provisioned AWS infrastructure (EC2, ACM, load balancers) using Terraform, Cloudflare for DNS, enhancing scalability and reducing setup time by 60%.
- Provided IT support to 50+ users, resolving 95% of help desk tickets within 24 hours, including printer jam issues with zero downtime.
- Trained 3+ employees on software tools, boosting team productivity by 45%.
- Managed Active directory by adding users, creating groups and updating hotspot profiles for seamless access.
- Reduced operational costs by 50% through the implementation of automation and optimized workflows.
- Cut operational costs by 50% through automation and workflow optimization.

#### IT Executive

African Exhibition Services | 04/2019 – 12/2024 |

Organization supports various exhibitions and events

- Revamped network setup with MikroTik routers and ECMP (Equal-Cost Multi-Path), reducing downtime by 95%

### KEY ACHIEVEMENTS

#### Operational Efficiency and Cost Reduction

Reduced Successfully automated network monitoring and disaster recovery planning that drastically improved uptime and reduced operational costs.

#### AWS Infrastructure Optimization

Provisioned scalable AWS infrastructure that optimized deployment processes.

### SKILLS

**Networking:** MikroTik, TP-Link, Wifi, IP Addressing, Traceroute, Wireshark, Wi-Fi, IP Scanner, Routers, Switch, LAN

**IT Support:** Windows, Ubuntu, Hardware Installation, Help desk, Active Directory

**Cloud/DevOps:** AWS (EC2, S3, Auto Scaling), Terraform, Ansible, Docker, Kubernetes, Jenkins, Git, Infrastructure as Code (IaC)

**Programming:** Bash, Python, MySQL

### PROJECTS

#### Automated Database (MySQL) Backups

- Created Bash scripts to automate MySQL database backups to AWS S3 with email notifications for enhanced data security. [GitHub Repo](#)

#### Monitoring System with Cron

- Developed a monitoring system using Bash, Cron, Postfix, and Mailutils for application health checks and downtime alerts. [GitHub Repo](#)

#### Containerized App with Jenkins CI/CD Pipeline and Docker

- Built a CI/CD pipeline with Jenkins to automate build, test, and deployment of a Python Flask app in a Docker container, including email alerts. [GitHub Repo](#)

and improving connectivity by 95%.

- Implemented mesh Wi-Fi and access-controlled sharing, enhancing seamless access by 50%.
- Designed a central file-sharing system with permission

restrictions, reducing data corruption by 95%.

- Proposed high-end graphics systems for the 3D department, cutting render times by 50% and boosting productivity.

## IT Technician

**African Bet Bonanza | 12/2018 – 03/2019 |**

**A gaming and betting company**

- Deployed and maintained critical infrastructure for 18 gaming centers, reducing support issues by 30%.
- Carried out software installations and configurations, improving system stability and reliability for gaming operations.

## IT Executive

**Newgate Medical Services Ltd | 04/2017 – 11/2018 |**

**Healthcare services provider**

- Monitored LANs, internet, and intranet connections for 50+ users, ensuring a 25% improvement in system availability.
- Executed a thorough installation of network devices, resulting in an increase in bandwidth capacity by 200 Mbps, enabling faster data transmission and improved service delivery across departments.
- Joined the software team in Deploying Hospital Plus software on cloud (AWS) using Terraform for infrastructure setup by reducing setup time by 60%.

## EDUCATION

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**OND – Computer Engineering | 07/2013 – 09/2016 |**

**Lagos State Polytechnic**

**HND – Computer Engineering | 10/2018 – 09/2021 |**

**Lagos State Polytechnic**

**Diploma - Cloud Engineering | 03/2022 – 04/2023 |**

**AltSchool Africa**

## Web App Deployment Using Terraform (IaC)

- Deployed a web app on AWS using Terraform, with autoscaling, load balancing, and HTTPS security via Cloudflare and AWS Certificate Manager. [GitHub Repo](#)

## Server Provisioning with Ansible

- Automated server setup and user management using Ansible for streamlined provisioning. [GitHub Repo](#)

## Log Rotation Automation

- Optimized disk usage with custom log rotation scripts using Logrotate on Ubuntu. [GitHub Repo](#)

## Static Website with Docker

- Containerized a static website for simplified deployment using Docker. [GitHub Repo](#)

- All other projects available on [GitHub](#)

## CERTIFICATION

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**Certificate of Proficiency in DevOps Engineering**

**| 08/2024 |**

**HNG Internship 11**

**MCITP – Microsoft Certified IT Professional | 10/2009 – 04/2010 |**

**National Institute of Information Technology (NIIT)**

## TRAINING / COURSES

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### Udemy

Courses on DevOps, Networking and Cloud Computing.

### W3School

Courses on Web Development, Python and MySQL.

### YouTube

Various technical tutorials  
(RIP, OSPF, BGP)