

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

ND – 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

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

Udemy

Courses on DevOps, Networking and Cloud Computing.

W3School

Courses on Web Development, Python and MySQL.

YouTube

Various technical tutorials
(RIP, OSPF, BGP)