Rufai Kabiru Adeniyi

IT Support

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SUMMARY

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 10 subsidiaries, ensuring business continuity and reducing downtime by 70%.
- Automated network monitoring with CloudWatch and Mailutils, achieving 99.9% system uptime.
- Provisioned AWS infrastructure (EC2, Route 53, load balancers) using Terraform, 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.
- Managed Active Directory by adding users, creating groups, and updating hotspot profiles for seamless access.
- Trained 3+ employees on software tools, boosting team productivity by 45%.
- 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, reducing downtime by 95% 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 infrastructure for 18 gaming centers, reducing support issues by 30%.
• Performed software installations and configurations, improving system stability for gaming operations.

IT Executive

Newgate Medical Services Ltd | 04/2017 – 11/2018
Healthcare services provider

• Monitored LANs and internet for 50+ users, improving system availability by 25%.
• Installed network devices, increasing bandwidth capacity by 200 Mbps for faster data transmission.
• Supported software team in deploying Hospital Plus software on AWS using Terraform, reducing setup time by 60%.

EDUCATION

Diploma - Cloud Engineering | 03/2022 – 02/2024
AltSchool Africa

HND – Computer Engineering | 10/2018 – 09/2021
Lagos State Polytechnic

OND – Computer Engineering | 07/2013 – 09/2016
Lagos State Polytechnic

KEY ACHIEVEMENTS

Operational Efficiency and Cost Reduction

• Operational Efficiency and Cost Reduction Automated network monitoring and disaster recovery, improving uptime and reducing costs by 50%.

• AWS Infrastructure Optimization Provisioned scalable AWS infrastructure, optimizing deployment processes.

SKILLS

• Networking: MikroTik, TP-Link, Wi-Fi, IP Addressing, Traceroute, Wireshark, Routers, Switches, LAN
• Cloud/DevOps: AWS (EC2, S3, Auto Scaling), Terraform, Ansible, Docker, Kubernetes, Jenkins, Git, Infrastructure as Code (IaC)
• Programming: Bash, Python, MySQL
• IT Support: Windows, Ubuntu, Hardware Installation, Help Desk, Active Directory

PROJECTS

• Automated Database (MySQL) Backups
Created Bash scripts to automate MySQL database backups to AWS S3 with email notifications for enhanced data security. https://github.com/neyo55/Database-Backup-Automation-using-Bash-Script-and-S3-Upload

• Monitoring System with Cron
Developed a monitoring system using Bash, Cron, Postfix, and Mailutils for application health checks and downtime alerts. https://github.com/neyo55/Monitoring-System-with-Email-Alerts

• 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.
https://github.com/neyo55/Containerized-CI-CD-Pipeline-with-Jenkins-and-Docker-

• 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. https://github.com/neyo55/Web-App-Deployment-on-AWS-using-Terraform-with-Cloudflare-and-Aws-cm

• Server Provisioning with Ansible
Automated server setup and user management using Ansible for streamlined provisioning.
https://github.com/neyo55/web-Server-Setup-with-User-Management-Using-Ansible

• Log Rotation Automation
Optimized disk usage with custom log rotation scripts using Logrotate on Ubuntu.
https://github.com/neyo55/Log-Rotation-Automation-on-Ubuntu-using-Logrotate

• Static Website with Docker
Containerized a static website for simplified deployment using Docker.
https://github.com/neyo55/Static-Website-with-Docker-

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: Tutorials on RIP, OSPF, BGP