Nurudeen Obahunshola ALABI

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Profile

A successful Information Technology Professional with extensive IT Operations, applications administrator and team management skills, with over Ten (10) years' experience.
I can work independently, leading and committed to providing high quality of service to every project.
Having the personal drive required to deliver service that exceeds the expectations of colleagues and end users through a positive, well organized, and structured work ethic.
Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge and potential while leading and building team member.

Selected accomplishments

- Migration of application and database to new datacenter — April 2024
- Project Manager, ISO 20000 implementation — June 2023
- Application and Database disaster recovery implementation — Feb 2023
- Ensure 99% SLA on issues resolution — 2022
- 2018-2023 Involved in additional branch expansion projects (Ajah, Ijebu-Ode, Akure and Onitsha 1, 2,3 and Aba 1, 2, 3, Ado Ekiti, Warri, Oweri Branch)
- Team member (Application and database deployment) of new mobile application — December 2022
- Technical Project Manager, HR Payroll Application — April to august 2022
- Deployed Anti-Money Laundering Application — March 2020
- Deployed IT assets Inventory application that can monitor over 1000 systems. — 2019
- Setup of NagiosXI monitoring for host and services on Servers — 2018
- Cisco Global Cyber Security Scholarship — 2017
- Technical Project Manager, TMC solution for Addosser MFB — 2017
- Mobile App for Addosser MFB, IT team member — 2017
- Setup Wireless Connection in seven branches — 2016
    - Developed Intranet Web App for Addosser Microfinance Bank — 2016
    - Team member of content management for www.zerofinance.com.ng — 2015
    - Best Staff of the month award, Addosser Microfinance Bank — May 2013

Professional membership

- Nigeria Computer Society (NCS) — 07631
- Chattered Institute of Bankers of Nigeria CIBN — M184706

| March 2024 – Up to date: | AB Microfinance Bank Nigeria |
| | 28, Akintoye Shogunle Street, Ikeja Lagos. . |

Position   IT Operations Deputy Manager
- Supervision of the Enterprise and Service Desk units
- Deliver regular reporting for Enterprise and Service Desk activities such as change control, current capacity status
- Lead and/or participate in IT projects from initiation to completion, ensuring adherence to project timelines, budgets, and quality standards.
- Provide leadership and guidance to the IT team, fostering a culture of collaboration, innovation, and continuous improvement.
- Contribute to the formulation of IT policies, procedures, and standards to align with organizational objectives.
- Support business project planning and manage IT-related parts within the defined timeframe.
- Ensure compliance to policies and operating procedures from the Bank.
- Collaborate with the IT Ops Mgr., on operational responsibility for the entire bank's IT Operations including revolving review of effectiveness and derivation of improvements
- Deliver regular reporting for Enterprise and Service Desk activities such as change control, current capacity status

| July 2022 – February 2024: | AB Microfinance Bank Nigeria |
| | 28, Akintoye Shogunle Street, Ikeja Lagos. . |

Position   IT Enterprise Solutions Coordinator

Banking Application and DB Administration (coordination of activities):
- Coordinated the management of applications and databases of the Bank's operations
- Compliance to processes and framework in place within the department
- Provided second-level support to all branches and Head Office (Frontend users And Backend)
- Execution of CBS Day end and Month End Run
- Run relevant scripts for Support, Daily, weekly & monthly reporting of CBS
- Ensure availability of all front-end services to end-users and related dependencies
- Deployed solutions in the production environment in line with policies and procedures
- IT Service Management SLAs design and implementation
- Improve operations by conducting systems analysis, recommending changes in policies and procedures.

Business Knowledge Management:
- Maintain and develop deep knowledge of products, parameters, user rights, profiles, and processes.
- Provide information about the products and processes in the bank by being well-connected in the bank to gather such information.
- Be the counterpart to software-related activities and projects with technical provider.

Application Management and Middleware (coordination of activities):
- Give support to other Software vendors on CBS interface (Middleware) or 3rd parties
- Responsible for satellite information systems & Web Applications' support.

I.T Security (coordination of activities):
- Ensure system integrity, availability, and confidentiality of all Enterprise solutions.

- Ensure a proper segregation of duties/rights of users on CBS and applications.
- Ensure integrity of daily CBS/applications backups, and data security.
- Ensure availability of QA servers (Core banking system, MIS, middleware)
- In charge of application-level business continuity of banking operations at any time.
- Ensure adequate maintenance and integrity of QA environment at any time.

Team coordination:
- Coordinate the team of Enterprise solutions
- Manage schedules and workloads of team members
- Plan training and support, implement process improvements when necessary
- Compile reports to track customer satisfaction, personnel performance, and adherence to established service-level targets.

| Jan. 2018 – June 2022: | AB Microfinance Bank Nigeria |
| | 28, Akintoye Shogunle Street, Ikeja Lagos.   . |

Position   Enterprise Application Administrator
- Full CBS support in all branches and head office (Frontend users and backend).
- Execution of CBS day end and month end run.
- Run relevant script for support and routine software backup.
- Daily, weekly, and monthly reporting of CBS (Core Banking Application).
- Support in software testing and migration to new Banking application.
- Give support to other software vendors on CBS interface or 3rd parties.
- Run relevant script on other databases.
- Ensure a proper segregation of duties/right of users on CBS.
- Ensure availability of test server for application testing.
- System and database monitoring skills.
- Management of all Enterprise applications.
- Ensure user's access control are check periodically in-order to reduce risk.
- Manage Jira and Confluence applications.
- Microsoft Dynamic Navision.

| Jan. 2015 – Dec 2017: | Addosser Microfinance Bank |
| | 32 Lewis Street Obalende Lagos Island, Lagos. |

Position   Senior Executive Information Technology Staff

- Handled administrative task assigned by IT Section Manager.
- Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Responded to queries either in person or over the phone.
- Prepared training manuals.
- Maintained daily performance of computer systems.
- Assisted customer through problem-solving process.
- Installed computer hardware and software.
- Resolved technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Systems setup and configuration to meet user expectations.
- Followed up with clients to ensure issues are resolved.
- Managed Service Desk.

Dec 2011 – August 2013	Addosser Microfinance Bank.
	32 Lewis Street Obalende Lagos Island, Lagos.

Position   Information Technology Officer

- ♦ Assisted in administering entire Addosser MFBank on technical support and troubleshooting functions in the company.
- ♦ Managed Local Area Network (LAN) and Wide Area Network (WAN).
- ♦ Computer System installation and repair.
- ♦ Dumps Restored (Daily Transactions record).
- ♦ Backup of Dumps (Daily Transactions record).
- ♦ Processed end of day nightly processes.
- ♦ Maintained of system antivirus and update.
- ♦ Supported Users on system related problems.

Nov 2010 – Jan 2011	Leadway Assurance Company.	Iponri Surulere, Lagos.

Industrial Training Program

Support Help Desk

- ♦ Computer System installation and repaired.
- ♦ Supported Users on system related problems.
- ♦ Mapped directory and checked record of server backup tape.

Core Competences

- ♦ Project management skills
- ♦ Change management skills.
- ♦ SLA and OLA design and implementation
- ♦ IT Policy, procedure design and implementation.
- ♦ Application testing and release management.
- ♦ Team building and talent management.
- ♦ Highly organized and disciplined with a passion for Information Technology.
- ♦ A positive, high energy team player and leader.
- ♦ Having a passion for providing excellent service.
- ♦ Planning and organizing skills.
- ♦ Good knowledge of domain controller and active directory services.
- ♦ Problem solving and strategic thinking.
- ♦ Presentation and communication skills.
- ♦ Software support.
- ♦ IT budget design and implementation.
- ♦ Microsoft Server installation and configuration.
- ♦ Office 365 Administration.
- ♦ Delivering results and meeting customer expectations.
- ♦ Good communicator.
- ♦ Administrative knowledge of Jira service management system.

Academia and certification

2023	Network and Application security	On going
	University Of The People https://your.uopeople.edu/	

2023	Cybersecurity foundation
	Project T-Max (Digital Age Consultant)

2022   How leader communicate

2020   Project Management Essentials Certified

2020   Anti-Money Laundering Training Certificate

2019   ITIL Intermediate Training

2019   Training on Microsoft Dynamics NAV 2016

2018   ITIL Foundation Training

2016   Certificate of training in CCNA (Cisco Switching and Routing)

2016   National Youth Service Corp

2014   Lagos State University of Technology, Ikorodu (Formally Lagos State Polytechnic, Ikorodu)
Higher National Diploma (HND) Computer Science

2011   Lagos State University of Technology, Ikorodu (Formally Lagos State Polytechnic, Ikorodu)
National Diploma (ND) Computer Science

2010   Easynett Computer Institute
Diploma in Computer Engineering

2005   Links Computer College: Certificate in Desktop Publishing

2004   Nawair Ur Deen High School, Ebute Metta, Lagos.
West African Examination Council

1998   Apostolic Church Primary School Ebute Metta, Lagos.

Personal profile

- ♦ Good Communication skill.
- ♦ Good Listener.
- ♦ Excellent verbal and written communication skills.
- ♦ Strong organizational and time management skills.
- ♦ Strong people management skills.
- ♦ Ability to handle presentation.

Interest and activities

♦ Reading
♦ Playing and watching football.
♦ Meeting people and mentoring.
♦ Surfing the internet.
♦ Teaching and coaching

Reference

It will be available on request.

I appreciate your time taken to review my resume and experience. Lot of thanks for your consideration and care.

♦ Reading
♦ Playing and watching football.
♦ Meeting people and mentoring.
♦ Surfing the internet.
♦ Teaching and coaching