

OLUDARE KEHINDE

Senior IT Analyst

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Professional Summary

- Service oriented IT Professional with over 8 years of progressive experience delivering enterprise-grade IT support, SaaS systems administration, and endpoint management in globally distributed, remote-first organizations with both macOS and Windows fleet of endpoints.
- Skilled in managing Google Workspace, Microsoft 365, Jamf Pro, and Kandji to deliver secure, automated, and seamless employee experiences in collaboration with People and Security teams.
- Proven expertise in macOS lifecycle management, executing zero-touch deployments, patch management, and implementing MDM security controls aligned with ISO 27001 and SOC 2.
- Experienced in identity and access management across Entra ID, Google Workspace Directory, and Active Directory, ensuring secure, scalable access control.
- Adept at leveraging Jira ITSM for workflow automation, incident response, and service delivery improvements.
- Collaborative, detail-oriented IT professional passionate about leveraging automation in process optimization, proactive support, and continuous improvement in modern SaaS-driven environments.

Professional Experience:

Congestoga College – Kitchener, ON

IT Technologist (July 2023 – Present)

- Provide frontline and escalated desktop support for macOS, Windows, and Linux systems, troubleshooting hardware, software, printing, authentication, and network issues.
- Administer **Google Workspace and Microsoft 365** including account provisioning, access controls, group policies, and security settings for 800+ users.
- Support IT Security by performing **regular system audits, vulnerability assessments, MFA reviews, and access governance activities**.
- Participate in **system installations, upgrades, and migrations**, ensuring minimal downtime and full compliance with IT policies.
- Deploy and configure hardware and software, including zero-touch provisioning through **Jamf Pro and Intune**.
- Manage IT asset inventory including laptops, peripherals, SaaS licenses, and lab equipment across multiple campuses.
- Assist in developing internal documentation, SOPs, onboarding guides, and contribute to building an internal IT knowledge base.
- Maintain records of incident resolutions, audit findings, repairs, and system performance using ITSM tools.
- Ensure system and data security by enforcing compliance standards, device baselines, and privacy protections.

Bonfire(Euna Procurements) – *Remote*

IT Specialist (Oct 2022 – July 2023)

- Administered Google Workspace (200+ users), including access provisioning, security configurations, shared drive management, SSO integrations, and directory governance.

- Provided in-depth troubleshooting for macOS and Windows systems, performing diagnostics, repairs, patching, and upgrade cycles.
- Led **onboarding/offboarding**—account creation, device setup, equipment recovery, and user orientation for new employees.
- Supported security initiatives including **SOC2 and ISO27001 control implementation**, managing access reviews, asset tracking, and vulnerability remediation.
- Managed IT inventory (hardware, peripherals, software licenses) and maintained accurate lifecycle tracking.
- Wrote technical documentation, internal how-to articles, and contributed to the IT knowledge base.
- Responded to remote and on-site support requests, ensuring fast issue resolution and high user satisfaction..

Policy & Legal Advocacy Centre (PLAC) - *Hybrid*

Systems Administrator (*Feb 2016 – Oct 2022*)

- Led organization-wide Google Workspace (G Suite) administration, overseeing user account management, device integration, license assignments, and system upgrades.
- Managed Jamf Pro for centralized macOS device deployment, configuration, and security enforcement, ensuring compliance with organizational standards.
- Administered Microsoft 365, including Exchange Online, Teams, OneDrive, and SharePoint, handling user access, group policies, and collaboration tools.
- Oversaw day-to-day administration of core SaaS applications such as Slack, Zoom, Adobe, and others, managing provisioning, license optimization, and troubleshooting.
- Delivered Tier 1 & 2 technical support for all workplace technologies, including mobile devices, workstations, printers, and cloud-based storage solutions.
- Created and maintained Standard Operating Procedures (SOPs), IT process documentation, and user-friendly training materials to enhance operational efficiency.
- Coordinated IT onboarding and offboarding, handling account provisioning, access control, device assignment, and personalized training for new employees.
- Collaborated with InfoSec and Compliance teams to implement and maintain security controls across Google Workspace, Microsoft 365, and SaaS platforms.
- Provided proactive end-user support and education to maximize productivity and technology adoption across the organization.

Certifications & Training

- **Associate Google Workspace Administrator – 2025**
- **Microsoft 365 Administrator (MS-102) – 2025**
- **Google Associate Cloud Engineer – 2024**
- Security+ – 2024
- Microsoft Security, Compliance & Identity Fundamentals – 2024
- Microsoft Azure Fundamentals (AZ-900) – 2024
- Microsoft AI Fundamentals – 2024

- ISC2 CC – 2023
- ITIL Foundation – 2021
- Extron Controls Specialist – 2025

Education

MSc. Computing & Information Technology (Distinction) (2015) *University of Northumbria, Newcastle, UK*

BSc. Computer Engineering (2012) (Second Class Upper) *Covenant University*