**(872)-235-2788|**[**femiafolabidiipo@gmail.com**](mailto:femiafolabidiipo@gmail.com)**|** [**https://www.linkedin.com/in/olufemiafolabi91**](https://www.linkedin.com/in/olufemiafolabi91)

**Summary**

IT System Administrator with more than three years’ experience in network administration and database management. Extensive knowledge of web applications, software, and frameworks. Proficient technical knowledge, problem-solving abilities, and time management skills. Experience configuring, maintaining systems hardware, software and related infrastructure. Ability to learn quickly, take initiative, and logically prioritize multiple tasks in a fast-paced environment.

**Skills**

Operating Systems:  Windows, macOS, Linux, chromeOS, iOS, Android.

Frameworks: Express (Node.js/JavaScript), Angular JS, Django, Bootstrap

Languages: Java, JavaScript, HTML, SaSS, git, C++, Python, Php, MySQL

Software: MS Project, Visio, Office 365, PowerPoint, R Studio, Tableau, Photoshop CSS5, VS Code, DNS, DHCP

Server: Windows Server, VMware, SQL Server 2008/2012, MS Access, MySQL, Salesforce.

**Education**

***Saint Xavier University, Chicago, IL***

M.S. in Applied Computer Science, Expected May 2019

GPA: 3.67/4.00

***Ladoke Akintola University of Technology, Oyo, NG***

B. Tech in Computer Science, September 2013

**Work Experience**

***Clearbrook, Chicago, IL***

*IT System Administrator, 02/2018 till date*

* Provide System Administration support for Unix systems including server and workstation upgrades, backup and disaster recovery.
* Develop and implement Active Directory security solutions, ensuring access is appropriate for files, servers, systems, and applications.
* Implement enterprise best-practice IT Operations process, procedures, and technology
* Maintain inventory of servers and infrastructure both in datacenter and in field.
* Provide support for email, file/print and cloud services.
* Complete administrative tasks, such as new, change, transfer and delete requests for users, vendors, service accounts, and groups.
* Perform timely resolution of incidents, problems and request fulfilments. Analyze incidents events and escalations from help desk, determine cause and resolve.

***Ideasoft Technologies , Lagos, NG***

System Administrator/Desktop Support Technician, 08/2014 –12/2016

* Diagnosed and resolved complex load balancing issue by phone for global site amazing and satisfying client.
* Coordinated resources with varied programming expertise to create a holistic solution to system update and service interruption issues.
* Evaluates and recommends new software, hardware, and services to enhance functionality and reduce user problems.
* Engaged and tracked priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.
* Monitors and evaluates the efficiency and effectiveness of infrastructure service delivery methods and procedures.
* Troubleshoot, analyze and resolve computer problems related to both hardware and software (with more focus on Linux (CentOS, Debian, Unbuntu) operating system.

***Federal polytechnic Ilaro*, *Ogun, NG***

*IT System Administrator/Assistant Lecturer, 11/2013 – 08/2014*

* Performed technical troubleshooting, repair and maintenance of computer systems.
* Addressed a wide array of technical issues with Microsoft Office Suite 365, Windows operating systems, Linux, Google Apps, and other proprietary software and databases.
* Provided quick and effective day-to-day support to college students and professors, addressing issues related to desktop/application performance, connectivity (both wired and wireless), configuration, and general how-to questions.
* Assisted end users with issues related to hardware, software applications, and networks.

***Federal College of Education (special) Oyo, NG***

*IT Helpdesk Technician/Lab Attendant, 05/2012-11/2013*

* Maintained computer hardware within laboratories and classrooms, supporting a diverse and demanding user community.
* Performed Troubleshooting and fixing of computer hardware.
* Assisted students with registration of courses.
* Used Microsoft Word and Excel to compute statistical reporting of student information.

**Certifications /Courses:** Project Management, Computer System Security, Open Source Software, Data Communication & Wireless Network, System Analysis, Data Visualization, Front End Web app Development, TCP/IP Architecture and Protocol.