

Olalekan Ashaolu – IT Project Portfolio

Title: IT Operations Specialist & Project Manager

Location: Lagos, Nigeria (Open to Remote/Hybrid Roles)

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Certifications: CompTIA Security+, Microsoft Information Protection, ITIL 4, ISC² Certified in Cybersecurity

1. SharePoint Document Library Implementation

Project Summary:

Led the design and deployment of SharePoint Document Libraries across multiple departments at JMG Ltd.

Objectives:

- Improve document accessibility, collaboration, and version control.
- Reduce file retrieval time and eliminate versioning issues.

Tools Used:

SharePoint Online, Microsoft 365, Power Automate

Results:

- File retrieval time reduced by **50%**
- Version conflicts minimized
- Centralized documentation improved team collaboration

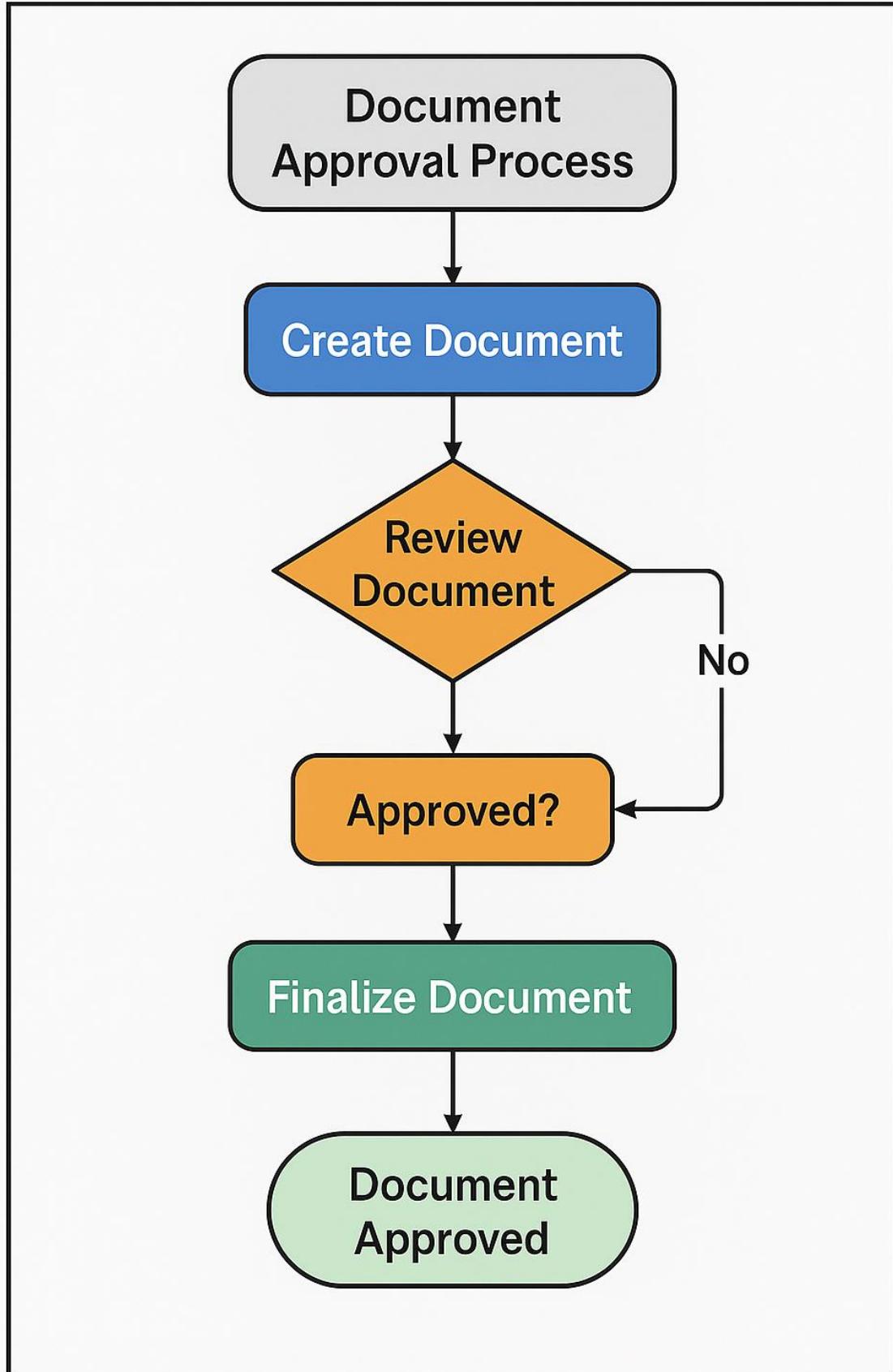
Artifacts:

SharePoint Document Library – Marketing Department

The screenshot shows a SharePoint document library interface. At the top, there's a header bar with a blue 'S' icon, the title 'Marketing Department', and various navigation and search buttons. Below the header is a grid view of four items:

	Name	Modified	Modified By	File Size
	Campaigns	2 days ago	Molly Clark	
	Presentations	7 days ago	Megan Bowen	
	Reports	3 days ago	Allan Deyoung	
	Social Media Plan	6 days ago	Megan Bowen	38 KB

Document Approval Workflow



Post-Implementation Adoption Feedback

Overview:

Following the deployment of department-specific SharePoint Document Libraries at JMG Ltd., user adoption and satisfaction were monitored through surveys, helpdesk tickets, and feedback sessions.

Key Feedback Insights:

- **Ease of Use:** “It’s much easier to find documents now. The folder structure and versioning really help.”
- **Improved Collaboration:** “Multiple team members can now access and update documents without sending files via email.”
- **Reduced Dependency on IT:** “We no longer need to ask IT every time we misplace a document or need the latest version.”
- **Time Savings:** “Previously it took 5–10 minutes to track files from email threads. Now it takes seconds.”

Adoption Metrics (First 60 Days):

- 92% of staff used the libraries at least once per week.
- 40% drop in document-related helpdesk tickets.
- 70% of users reported improved productivity in weekly check-ins.

Conclusion:

The SharePoint solution was well received across departments, significantly improving efficiency, transparency, and document management practices.

2. SOP Automation & Helpdesk Optimization

Project Summary:

Automated SOPs and optimized IT helpdesk operations using SharePoint and Power Automate.

Key Actions:

- Created reusable SOP templates for onboarding, access requests, and troubleshooting.
- Automated ticket routing and escalation.

Outcomes:

- Onboarding time reduced by **30%**
- Helpdesk ticket backlog reduced by **40%**

Standard Operating Procedure (SOP Template)

Title _____ **Procedure Number**

Date _____ **Revision Number**

PURPOSE

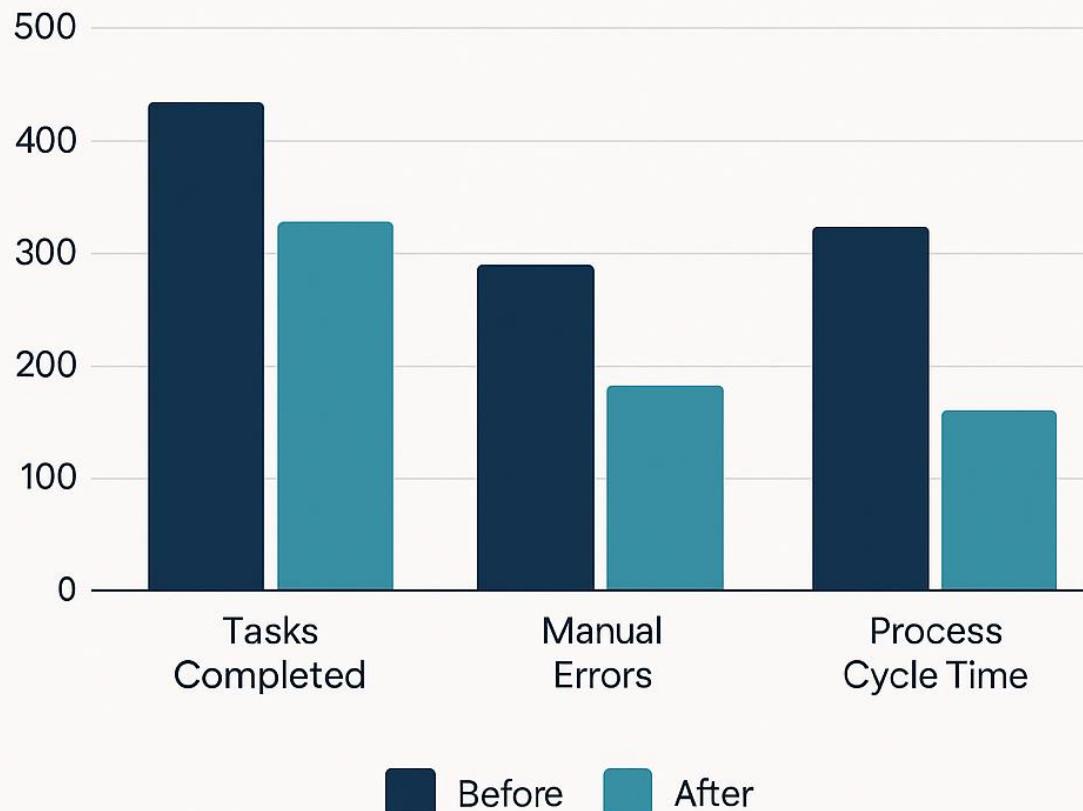
SCOPE

RESPONSIBILITIES

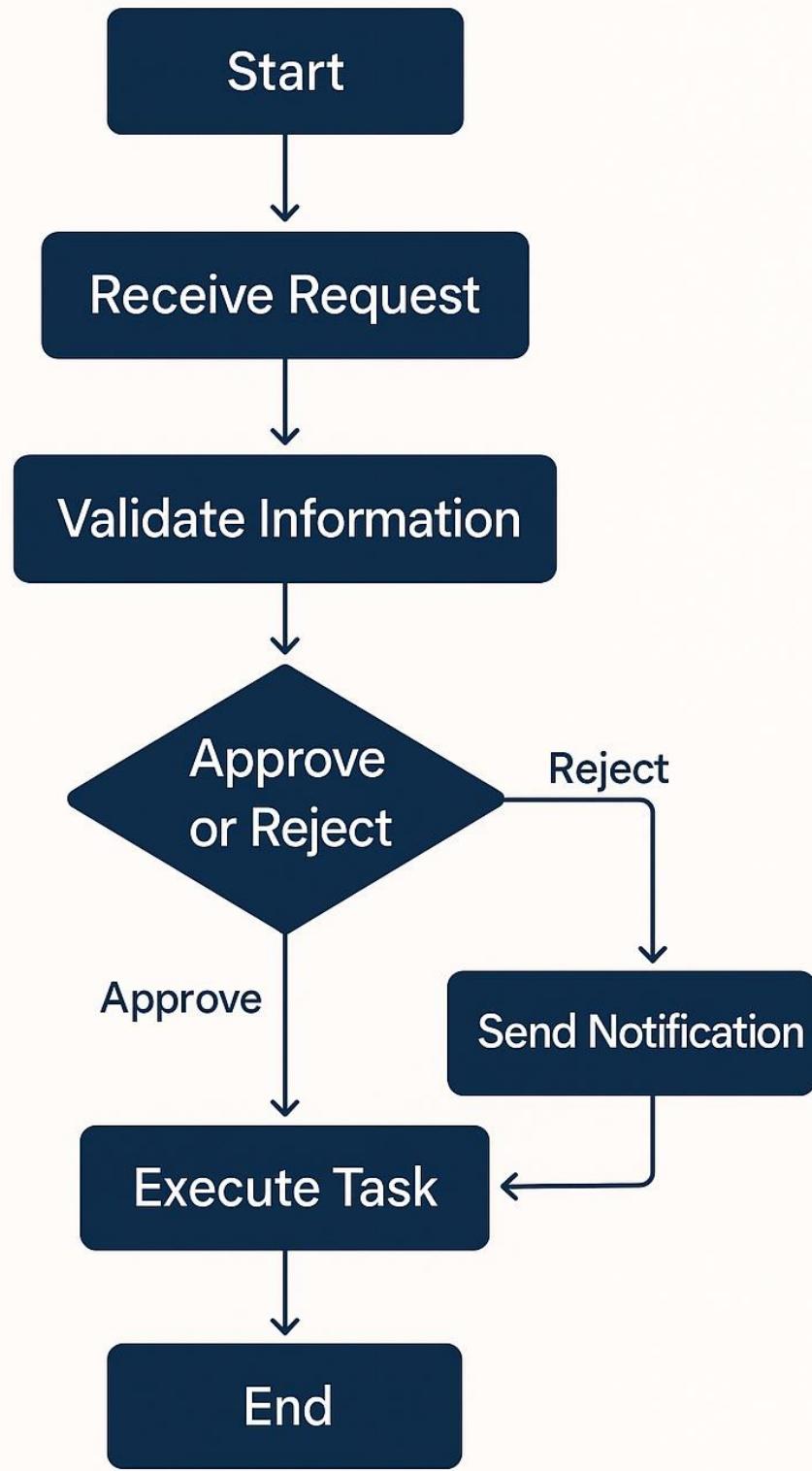
PROCEDURE

1. _____
 2. _____
 3. _____
 4. _____
 5. _____
 6. _____
-
-

Performance Dashboard: Before and After Automation



Automated Processes



3. IT Infrastructure Upgrades

Project Summary:

Led infrastructure modernization, including VPN deployment, LAN optimization, and migration to Microsoft 365.

Technologies Used:

Microsoft 365, Fortinet VPN, Remote Desktop, Azure AD

Impact:

- Achieved **99.9% uptime**
 - Enabled secure remote access for 100+ users across branches
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4. Cybersecurity & Business Continuity

Highlights:

- Aligned SOPs with cybersecurity policies.
- Led disaster recovery planning and simulations.
- Supported compliance and internal audits.

Supporting Certifications:

- CompTIA Security+
- ISC² Certified in Cybersecurity
- Microsoft Information Protection Administrator

Artifacts:

Disaster Recovery Test Plan

Title: IT Disaster Recovery Test Plan

Objective: To validate recovery procedures for key systems and services in case of an outage.

Scope:

- Servers (Email, SharePoint, File Storage)
- VPN and Remote Access
- Backup Systems

Test Types:

- Tabletop Simulation
- Full System Failover
- Data Restoration Test

Schedule:

- Frequency: Quarterly
- Next Planned Test: June 2025

Test Steps:

1. Notify stakeholders of test schedule
2. Initiate failover to backup systems
3. Test data recovery from backup storage
4. Validate access to critical services
5. Document downtime and recovery duration
6. Collect feedback and update SOP

Responsible Teams:

- IT Infrastructure
- Cybersecurity
- Business Continuity Manager

Expected Outcome: Recovery within RTO (Recovery Time Objective) of 4 hours

Security Checklist (Sample)

Title: Monthly IT Security Checklist

Area	Task	Status	Notes
User Access	Review admin accounts	 Done	2 unused accounts removed
Patch Management	Apply OS and software updates	 Done	Windows & M365 patched
Antivirus & EDR	Confirm all endpoints are protected	 Done	100% compliance
MFA Enforcement	Audit multi-factor authentication logs	 In Progress	Reviewing gaps
Backup Validation	Verify backup job status	 Done	All backups successful
Log Review	Scan firewall and login events	 Done	No anomalies detected
Password Policy	Confirm policy enforcement	 Done	Auto-expiry active
Employee Awareness	Distribute security tip of the month	 Done	Phishing awareness