
Ade is a highly skilled IT professional with a Master's in Applied Cybersecurity, experienced in managing IT infrastructure across finance, education, healthcare, and technology sectors. Known for his strategic approach to enhancing system performance and reliability, Ade seeks a dynamic role where he can leverage his technical expertise and leadership skills to drive operational excellence and innovation in a collaborative environment.

SKILLS

- Windows Server 2012 R2/2016/2019.
- Intune Autopilot & MECM/SCCM.
- Active Directory & Entra ID.
- VDI setup and administration.
- Scripting and automation (Python, SQL, KQL, PowerShell, BASH).
- Network Switch Configuration & VLAN.
- Security Incidence Response.

EXPERIENCE

IT IE

RM Plc | London, UK

March 2024 - Present

- Migrated users from a third-party mail host to Exchange Online: planned MX cutover, ran delta syncs, and validated mail flow with zero data loss.
 - Built a new Microsoft Entra ID tenant; enforced MFA, Conditional Access, and legacy-auth blocks; created break-glass accounts and a recovery runbook.
 - Rolled out Intune with compliance baselines (BitLocker, password, OS), configuration profiles, and Autopilot to cut device build time and drive estate-wide encryption.
 - Deployed Defender for Office 365 (Safe Links/Attachments) and tuned anti-phish/anti-spam; reduced malicious email reaching inboxes and improved user reporting.
 - Onboarded endpoints to Defender for Endpoint; enabled Tamper Protection and key ASR rules; validated detections and documented containment steps.
 - Standardised SCCM application packaging and monthly patching; hardened images to stabilise builds and lower post-deployment incidents.
 - Part of team that re-architected aruba wireless: split staff/guest SSIDs, applied VLANs, and optimised channels/power; improved coverage and reduced Wi-Fi tickets.
 - Championed the clean-up of DNS/DHCP scopes and stale records to restore reliable name resolution across sites.
 - Implemented PaperCut secure print and driver rationalisation; cut print failures and waste via pull-printing.
 - Established Redstor backup policies; monitored jobs, performed test restores, and validated retention against RPO/RTO.
 - Ran day-to-day 2nd-line escalations; produced root-cause notes and KB articles to reduce repeat incidents.
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- Supported incident response: triaged alerts in M365 Defender/EOP, ran Message Trace, revoked sessions, quarantined emails, and isolated devices during containment.
- Authored clear runbooks and diagrams (tenant setup, email cutover, device onboarding, IR playbooks) to streamline handovers and onboarding of new engineers.

IT SUPPORT ENGINEER

Barclays | Sunderland, UK

June 2022 - August 2023

- Configured, deployed, and tested new workstations for a trading financial business park employees using VDI and Server Management tools.
- Change management of employee hardware (Dell, Mac, and HP).
- Data management and transfer/migration to new machines.
- Patch and upgrade management using SSCM.
- Managed user and group security permissions through Active Directory on-premises and remotely.
- Onboarding of new employees by setting up email accounts in Microsoft Exchange and integrating profiles into SharePoint.
- Support in the installation and troubleshooting of proprietary financial software and services.

IT ENGINEER

Lekki Concession Company | Lagos, NG

May 2018 - December 2021

- Managed servers, network devices, and communications systems that support operational and administrative activities. Tools used, VMWare vSphere, SCCM Software centre, and Cisco Meraki.
- Created workflows for administration and management of data backups using Veeam.
- Ensured all software applications used within the organisation are up to date and well patched.
- Technical support to users for everyday IT issues, ranging from troubleshooting email problems to more complex issues.
- Asset inventory and documentation for IT applications and hardware resources.
- Updating how-to and training users.

IT HELPDESK

Skylark Labs | Lagos, NG

2016 – 2018

- IT Provided first-line technical support, including password resets, and account administration using Active Directory, Organisational Units, and group policies.
- Troubleshooting support for various applications and hardware issues.
- Logged all relevant incidents and request information using Jira, Excel and ServiceNow which ensured proper escalation and resolution in line with Service Level Agreements while helping to maintain accurate knowledge base and documentation.
- Carried out troubleshooting through emails, TeamViewer, and phone calls to resolve issues.

IT TECHNICIAN

Computer Village | Lagos, NG

2010 – 2016

- Assisted customers with picking the right systems for their needs and resolving after sales issues.
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EDUCATION

MSC APPLIED CYBERSECURITY

University of Sunderland

Expected JUNE 2024

- Specialized in Cyber Resilience, Incident Response, and Security Management.
- Conducted a capstone project on adversarial attack resilience in machine learning models.

COMPUTER SCIENCE

University of Lagos

SEPT 2012

PROJECTS

- Machine Learning: Developed a model using Python to demonstrate resilience against network adversarial attacks; achieved improved positive detection accuracy rate in threat simulation tests.
- Cloud Services Environment: Migrated AWS to an Azure cloud environment, showcasing competencies in networking, web, and security; optimized for cost-efficiency, while maintaining performance.
- Operating System: Created a custom Linux environment from the ground up, adhering to LFS guidelines, which solidified knowledge of Unix environment.

CERTIFICATION

- ITSM FOUNDATION
 - AZ500
 - MD102
 - CompTIA Network+
 - CompTIA Security+
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