ADETOKUNBO ESTHER ADEYEMI

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M26 3GQ
Manchester
United Kingdom

IT Technician

Desktop Support Technician

1st Line Support

Field Technician

PROFILE

A resourceful, dedicated and proactive professional experienced in responding efficiently. Possessing the ability to uphold good order on sites whilst working within standard operating procedures and ensuring a high quality of service is consistently maintained with optimum efficiency. Aptly certified in CompTIA, a sure-fire candidate for a new, challenging role within the information technology sector. Eager to contribute existing proficiencies, expertise and knowledge towards a forward-thinking, reputable organisation that values process optimisation, collaboration, continued development and order.

CERTIFICATIONS

2022
CompTIA CSIS
CompTIA

2022
CompTIA Network+
CompTIA

2022
CompTIA CSAP
CompTIA

2022
CompTIA Security+
CompTIA

2022
CompTIA A+
CompTIA

2022
CompTIA CIOS
CompTIA

2022
CompTIA CySA+
CompTIA

EDUCATION & TRAINING

2022
ITonlinelearning Ltd.
- CompTIA FC0-U61: IT Fundamentals
- CompTIA A+ 220-1001 [Core 1]
- CompTIA A+ 220-1002 [Core 2]
- CompTIA Network+ N10-007

2016
Ambrose Alli University
Bachelor of Science in Industrial Chemistry

SKILLS

- Network Troubleshooting & Tools
- Switches and Routers
- Network Configuration
- Network Security
- Network Standards
- Software Troubleshooting
- Operating System Configuration
- Operating System Installation
- Networking Technology
- Operational Procedures
- Hardware & Software

- Expanded Security
- Cloud Computing
- Driver's License
- Mobile Devices
- Virtualisation
- Written and Verbal Communication
- Analytical & Critical Thinking
- Impeccable Work Ethic
- Time Management
- Problem Solving
- Detail-Oriented
- Conscientious
- Organisation

- Fast Learner
- Leadership
- Teamwork
- Adaptable
- Creative
- Flexible
- Microsoft Excel
- Microsoft Word
- Microsoft Teams
- Microsoft Outlook
- Microsoft PowerPoint
- Zoom
- Vulnerability Analysis
- Customer Focused

TECHNICAL EXPERIENCE

2022
CompTIA A+ Lab Technician
ITonlinelearning ltd.

- Supported, installed, configured and maintained operating systems through a comprehensive understanding of different operating systems including Mac OS, Linux and mobile OS
- Identified and protected against security vulnerabilities for devices and their network connections
- Maintained and troubleshot networks while managing users, workstations and shared resources
- Installed and supported Windows OS, including command line and client support
- Troubleshot PC and mobile device issues including application security support
- Explained types of networks and connections including TCP/IP, WiFi and SOHO

Thank you for your consideration.

TECHNICAL EXPERIENCE (CONT.)

- Followed best practices for safety, environmental impacts and communication
- Identified, utilised and connected hardware components and devices
- Installed and configured laptops and other mobile devices
- Troubleshot device and network issues.

WORK EXPERIENCE

March 2021 – Present
Respiratory Assistant
NHS

Duties and Responsibilities:
- Improved patients health by encouraging a healthy lifestyle decisions as well as patient self-confidence by exercise
- Developed professional healthcare competencies through active training
- Performed clerical duties such as photocopying, faxing, mail distribution and filing
- Maintained patient records to facilitate communication between caretakers,closely observed patients' conditions, and raised any issues to senior staff members
- Aided vulnerable people in achieving their utmost level of independence by providing them with personalised personal care and support
- Analysed client feedback and tailored services based on results obtained to achieve better customer satisfaction
- Adhered to standards as necessary and being aware of health and safety policies, you have maintained a safe atmosphere for personnel and residents
- Accompanied patients to and from medical appointments as well as hospital visits
- Responded to medical situations to guarantee the patient received the appropriate care.

July 2020 – March 2021
Support
Adivina Healthcare

July 2019 – July 2020
Support
Smartheart Professional

Duties and Responsibilities:
- Supported individuals to live the life they choose to within their community, to build positive relationships and to reach their full potential
- Supported service users with their personal care support including personal hygiene needs if required
- Joined service users in walks, meals and other activities that they may have wanted to experience
- Assisted individuals with day to day activities to encourage independence as well as self-belief
- Monitored the patients' physical and emotional health, reporting any changes as well as making recommendations for treatment plan improvements
- Engaging in teamwork and partnership with other care providers to ensure proper provision of support for clients through a person-centered approach
- Supported individuals with mental health difficulties to feel more socially included in the society
- Provided physical support as well as emotional support (including encouraging and supporting the development of personal skills through interests or hobbies)
- Provided general mentor support to service users, supporting and teaching life skills
- Supported and assisted with health care needs, such as routine checks or administrating medication as required by medical professionals
- Provided social and emotional support, either at home or in local communities
- Worked with other healthcare professionals to ensure that all care needs met the highest possible standards
- Built and maintained relationships with patients as well as friends and family to offer compassionate care.

Prior Experience (Additional Information Available Upon Request)

HOBBIES

- Reading
- Watching Movies
- Traveling
- Continued professional development

LANGUAGES

English: Fluent
- Speak
- Read
- Write

REFERENCES

Available Upon Request.

Thank you for your consideration.