

# Ibrahim Adebola

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## PROFESSIONAL SUMMARY

I am a passionate IT professional with 3+ years of experience across different organizations cutting across technical and customer-facing IT roles. An efficient team player with a proven ability to install, configure, deploy and manage IT infrastructure, support software users and/or customers whilst consistently delivering the highest customer satisfaction scores in a fast-paced B2B/SaaS environment.

## WORK HISTORY

### IT Support Technician

September 2021 - Present

Permanent | Koradex Limited | London

- Maintenance and repair of physical hardware
- Maintaining appropriate documentation related to system administration.
- maintain optimal network performance by conducting network monitoring and analysis
- perform troubleshooting to system failures and work to find long lasting solutions
- Creation and maintenance of Organization Email address for staff
- Maintaining and supporting the Organization servers, , IT systems, and data backup on a daily basis.

### System Analyst

December 2018 - September 2021

Permanent | Natiional Agency for the great green wall | Abuja

- Maintaining software systems
- performing project management
- conducting regular reviews of systems and generating reports
- troubleshooting technical issues

### IT Helpdesk

January 2017 - December 2017

Temporary | National Information Technology Development Agency | Abuja

- Answering emails and telephone enquirers
- troubleshooting problems
- Installing software and hardware

- repaired emergency networking issues with 24/7 remote support

## EDUCATION

### Master's degree

Robert Gordon University, Aberdeen Scotland, UK - 2022

Information Technology with Cyber security

### Bachelor's degree

Alhikmah University . - 2017

Computer Science

### GCSE

Wilman Comprehensive College, Bwari, Abuja - 2013

English, mathematics, physics, chemistry, Biology

## SKILLS

Active Directory, C, C++, CSS, Data Analytics, HTML, Java, Microsoft Access, Microsoft Excel, Microsoft Office, Microsoft Outlook, Microsoft Powerpoint, Microsoft Word, Networking, Testing

## HOBBIES & INTERESTS

Bowling, Photography, Chess

## REFERENCES

References available on request