

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	
<ul style="list-style-type: none">Maintenance and repair of physical hardwareMaintaining appropriate documentation related to system administration.maintain optimal network performance by conducting network monitoring and analysisperform troubleshooting to system failures and work to find long lasting solutionsCreation and maintenance of Organization Email address for staffMaintaining 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	
<ul style="list-style-type: none">Maintaining software systemsperforming project managementconducting regular reviews of systems and generating reportstroubleshooting technical issues	
IT Helpdesk	January 2017 - December 2017
Temporary National Information Technology Development Agency Abuja	
<ul style="list-style-type: none">Answering emails and telephone enquirerstroubleshooting problemsInstalling 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