**FASOLA OYETUNDE (US CITIZEN)**

**Resident: Walkersville MD 21793**

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**CERTIFICATION and TRAINING:**

* ITIL v3
* Comptia Network +
* CCNA Training (Router and Switch, June 2013)
* Scrum Master Certification
* AWS Solution Architect Certified
* MACs

**SUMMARY:**

* Excellent understanding of Field Technician/Service oriented environment and knowledge and maintaining of SLAs
* Experience in managing phone calls, emails, and respond to technical assistance/request
* Experience working across multiple disciplines (Servers, Desktop, LAN/WAN, TCP/IP, DNS and DHCP)
* Excellent computer software and hardware installation skills
* Extensive knowledge of MACs iOS and Windows OS
* Ability to effectively converse and give appropriate support to users as required.
* Ability to troubleshoot and report any computer peripheral that needs servicing or repairs
* Excellent knowledge in PC hardware concepts and component installation.
* Experience reading and analyze charts, diagrams, and blueprints.
* Extensive knowledge of the following technologies: Google Suite, Microsoft Windows, Microsoft O365, Microsoft Office, VPN and remote access clients, Active Directory, Network Printers, and other peripherals.
* Extensive knowledge in Configuration Manager SCCM, ServiceNow and JIRA
* Knowledge of CISCO routers and switches and IP telephony
* Self-motivated with excellent work practices.
* Exceptional customer service; ensuring customer satisfaction.
* Extensive knowledge with standard IP-based networking topologies, networking hardware and exposure to network standards, and network protocols
* Will have no problem with background and drug test

**PROFESSIONAL EXPERIENCE:**

**PCM - Capital One Financial System Support Specialist. Nov. 2016 – Dec. 2019**

* Design and conducts on-boarding training for the newly hired on enterprise applications.
* Excellent Customer Service Skills to meet SLA.
* Provide immediate, high urgency support to all senior executives MACs/Windows users
* Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments
* Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware; pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.
* Maintain the front-end IT and Network infrastructure, install and configure IP Telephony (Workstations, Printers, Phone System, Smartphones, etc.) and ensure their reliability
* Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required
* Installing and configuring Mac and Windows operating systems
* Supports and provides routine administration calls
* Performs other duties as assigned.
* Respond in a timely manner to end user inquiries via e-mail, phone or the IT Technical Support work order system
* Preparation and documentation of issues for management and training purposes
* Offering technical support on-site or via phone or email

**Computech Corporation (Contractor Walmart) April 2014 – October 2016**

**Technical Support Technician**

* Provided technical support, break fix, troubleshooting, software installation and repairs of desktops and laptop
* Repaired, Troubleshoot and configured monitors, keyboards and Digitals printers, Faxes and copiers.
* Installed hardware, software and device drivers on standalone computers
* Troubleshooting and Repaired of ATM, 74XX models Kiosk and POS
* Provided server support for the production environment and supported on all routers and switches.
* Maintained and optimized all servers, creating a more efficient network, which increases employee productivity.
* Built and installed all servers and troubleshoot hardware and software problems.
* Determined users’ technical needs and provide them with appropriate solutions.
* Tested computers peripherals, hardware and software to ensure that they are working appropriately.
* Acted as a technical resource to assist users with resolving computer issues.
* Answer tickets and emails pertaining to users’ concern.
* Analyzed network problems and performed preventative maintenance procedures.
* Explained the role of network applications and equipment to the end users.
* Worked in a team environment to meet the SLA.
* Maintained documentation of technical maintenance procedures carried out.
* Conferred with customers or supervising personnel to address questions, problems, and requests for services or material.

**EDUCATION:**

* Sunset Hills Professional Center

CCNA Training (Router and Switch, June 2013), Reston, Virginia

* Strayer University - BSIS

Information System Technology (July 2007 – March 2012), Rockville, MD

* Strayer University - MSIS

Decision Support System Management (July 2012 – 2017), Arlington VA