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**AKINBOTE JAMIU ABIODUN**

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| OBJECTIVE   |  | | --- | | BIO DATA | | To learn and work in a quality-centric environment with a team using latest technologies; while being in a growth-oriented position delivering qualitative and outstanding results through resourcefulness, professionalism, and dedication.  SEX: Male.  Date of Birth: 1st June, 1981  Current Location: Nigeria |
| SKILLS | Networking Cisco Routers Cisco Switches Win2000/XP/7/10 OSPF/BGP/EIGRP/RIP  Biometric CCTV Ethernet Cabling Apple  VLAN SPAN/RS-SPAN Oracle Database TDMA DNS  Window Server 2003/2008 Cisco IOS LAN/WAN ATM |
| WORK EXPERIENCE | **HealthPlus Group/Casabella Int’l** Lekki Phase 1, Lekki – Lagos, Nigeria. 15th January 2013- till date  **Position**: Network/System Administrator  **Responsibilities:**  Provide IT Support to four Offices include Head Office and seventy Branches.  Install, configure and administer Window Server 2003/2008.  Install RetailPro9 installation and management.  Install CCTV Camera and DVR configuration.  Online CCTV monitoring.  Install and manage QuickBooks POS and Financial.  Register staff on biometric and manage their login information on the biometric online portal.  Setup IT Equipment for the existing and New stores.  RetailPro9 licensing and seats maintenance with Service Manager.   |  | | --- | | Ensure file exchange is carried out between head office server and branch servers.  Oracle database Backup and recovery.  Oracle database indexing and performance tuning.  Install and configure cisco and non-Cisco routers.  Point-to-Point Radio configuration and link establishment between our offices.  Install and configure Cisco and non-cisco Switches.  Setup email account for users on Microsoft Office365 and outlook configuration.  Carry out routine/monthly maintenance of our IT equipment.  Daily Backup of users PC/ Desktop and Server on QNAP.  Install and manage applications such as Microsoft Office, Adobe reader, QuickBooks POS, Waveapps, MikroTik Software, ManageEngine ServiceDesk Plus and etc.  Stores and share necessary information with staff on Sharepoint.  Keep Connectivity alive between our Corporate Server and Branch Server with Hamachi.  Proactive monitoring of all the devices on our network with Mikro Tik Network Monitoring Software.  Manage request from users with ManageEngine ServiceDesk Plus.  Manage all IT Expenses with Waveapps.  Applying operating system updates, patches, and configuration changes.  Point-to-Point/Multipoint Radio such as Rocket M5, Nano Beam M5 installation and maintenance.  Answering technical queries and dealing with users’ issues.  Ensure that all system have active antivirus and are protected from external attack.  Responsible for documenting of all our systems/routers/switches/APs configurations and passwords on SharePoint.  Setup account for users on Microsoft Lync 2013.  Advise staff on security breach and /or change in password or security status.  Generate weekly/monthly report on our equipment performances.  Carry out other responsibilities as instructed by my manager. |   **Contact Solutions Limited** Ilupeju, Lagos. 20th September 2012 – 15th January 2013  **Position**: *I.S. Support Engineer.*  **Responsibilities:**  Install, configure and administer Windows Server 2003/2008.  Provide IT Support to our call centre agents.  Install, manage and administer Microsoft dynamics 2011.  Manage agents call activity with Altigen server.  Repairs, Install and Configure systems such laptop, desktop and etc.  Provide structured cabling support.  Carry out other responsibilities as instructed by my line manager.  **Cobranet Limited (ISP)** Lekki Phase I, Lagos. August 2011 – September 2012.  **Position**: *Technical Support Services Supervisor* ***(Promoted)***  **Responsibilities:**  Manage a highly skilled Technical Support Team.  Oversee that problems/issues are resolved quickly and efficiently.  Provide leadership required to drive excellence in technical support and customer service for our customers.  Ensure optimal staffing and productivity levels through efficient monitoring of staff, with the goal of meeting peak service demands.  Train, evaluate, coach and counsel employee to improve performance in troubleshooting and customer service to meet all required standards.  Identify and establish changes to the tools, processes or training needed to improve the technical support and the overall customer experience.  Ensure the proper training of Customer Technical Support staff.  General Customer troubleshooting and password reset.  Attend to customers email and technical difficulties appropriately.  Perform other duties and responsibilities as assigned by my line Manager.  **Cobranet Limited (ISP)** Lekki Phase I, Lagos Sept. 2009 – July 2011.  **Position**: *Technical Support Engineer* ***(Promoted).***  **Responsibilities:**  Provide remote support to our customers.  Install and troubleshoot basic router configuration.  Install, troubleshoot, verify and maintain Code Division Multiple Access CDMA using modems such as UGO CN28, UGO CN68, and UGO CN438.  Verify, troubleshoot and maintain Digital Microwave radio such as **SENAO, NAVINI, NETKROM**, and **ZIKOMAST.**  Use of Xinwei software to monitor Base stations real time and applications such as Activity logs, Syslog, SNMP trap Logs.  Configuring Microsoft outlook for clients.  Monitor our base station uptime with What’sUpGold  Implement, verify and troubleshoot NAT and ACLs, EIGRP & OSPF operations, BGP for enterprise ISP connectivity and IPV6.  General Customer troubleshooting and password reset.  **Cobranet Limited (ISP)** Lekki Phase I, Lagos June 2009 – Sept. 2009.  **Position**: ***Technical Support Staff.***  **Responsibilities:**  Monitor our base station uptime with WhatsupGold,  Provide first line support to our customers.  Escalate issues to support Engineers.  Escalate base station downtime to support engineer for resolution.  Support our customers via telephone calls.  **Cyberspace Network Limited** 2006-2007  **Position: *Industrial Training***  **Responsibilities:**  Install, configure, verify and troubleshoot basic router configuration.  Monitor and ensure our base station is always up and running with WhatsupGold.  Escalate base station downtime to the appropriate body.  Vsat installation & troubleshooting.  **Fiber optic stripping, cleaving, splicing, recoating and dressing**  Install, configure, verify and troubleshoot Radio such as **WAVECOM,** **AIRAYA** & etc. |
| ACHIEVEMENT | * RetailPro Database Deployment within four offices and 70 Stores. * Save my company a lot of money by cutting the knot with third party IT vendors. * Developed SQL Query in generating information from the database. * Resolve issues remotely with the aid of TeamViewer and VNC. * Constant In-house IT training for our store on device/software use. * Deliver a world class control room for our CCTV management across store. |
| CERTIFICATION | RetailPro Reports Professional in view  RetailPro Systems Engineer in view  RetailPro Applications Expert in view  Cisco Certified Network Professional (Route & Switch) CCNP 2014  Cisco Certified Network Associate Voice CCNA-Voice 2011  Cisco Certified Network Associate CCNA 2009  Oracle 10g Certified Professional OCP 2009  Oracle 10g Certified Associate OCA 2008 |
| EDUCATION | * Olabisi Onabanjo University, Ago Iwoye. 2002 – 2007   B.Sc Computer Science   * Sango Ota High School, Sango Ota 1992 – 1997   **Secondary School Certificate Examination**   * General Certificate Education 1998/2000   **Secondary School Certificate Examination**   * Big View Graphic Computer 1999-2000   **Diploma in Computer Science** |
| TRAINING | RetailPro Reports Professional HealthPlus Limited - 2014  RetailPro Systems Engineer HealthPlus Limited - 2014  RetailPro Applications Expert HealthPlus Limited - 2014  Developing the people, developing the business HealthPlus Limited. -2013  Cisco Certified Network Professional (CCNP) New Horizon Computer Learning Centers. - 2011  Radio Configuration and BTS monitoring Cobranet Limited. - 2010  Sun Solaris 10 System Administrator NIIT – Nigeria - 2009  Oracle 9i Database Management (OCP) NIIT – Nigeria. - 2008 |
| SEMINAR | Oracle Services Day in Nigeria 2014 |
| COMPETENCY | * Networking * Window2000/XP/2000/7/10 * Cisco Switches * Cisco Routers * VLAN * EIGRP/OSPF/BGP/RIP * Structured Cabling. * Ethernet LAN * WAN/PAN * Proficiency in Microsoft office suite. * Basic knowledge of DWDM. * Basic knowledge of Fiber Communications. * Database backup and recovery. * IP Telephony configuration and administration. * Install, configure and maintain Microsoft server 2003/2008. * Install, configure and maintain RetailPro 9 Application. * Microsoft CRM 4/2011 installation, configuration and administration. * Basic knowledge of 2G/3G technology. * Cellular/Wimax and wireless knowledge. |
| HOBBIES  **AWARD** | Reading, Listening to Music & Surfing the net.  Best Staff Award Dec. 2009. |

**Job Seeker First Name / CV No: 1843620**

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