

**DESCRIPTION :** A highly knowledgeable IT/programming professional and an excellent network and windows administration specialist with a total of 7 years’ experience including 5 years as an Information Security Assessment and Testing consultant. My On-the-job-experience and training coupled with my industry-based professional certifications has yielded me an excellent knowledge of enterprise networking (design, configuration and troubleshooting), network security (Penetration and Vulnerability testing) ,front office and back end IT support, Windows server domain administration, Linux server administration, Core Java programming, web technologies as well software and hardware performance, monitoring, management and maintenance.

**Name:** Azeez

**Date of birth:** 7 June 1985

**Marital Status:** Married

**E-mail:** azeez.353342@2freemail.com

**Current VISA:** Tourist Visa

**Nationality:** Nigerian

**COMPETENCIES/KEY SKILLS**

* Switching (VLAN, Port-security, VTP, Spanning Tree, Ether channel, Port channel)
* Routing (OSPF, RIPv2, BGP, EIGRP and Administration)
* Voice Technologies (VoIP, SIP Trunking, Avaya Technologies)
* Firewall, Secure-routing, VPN, and Monitoring.
* Strong working knowledge of network sniffers, probes and packet analysis.
* Active Directory, WSUS, DHCP, DNS
* Windows server infrastructure administration
* Enterprise Java Programming
* Web-based and stand-alone customized ERP
* Web and portal Development
* Corporate network and information security (Intermediate level).
* IT Team leading/supervision.

**WORK EXPERIENCES**

* **ISONBPO INTERNATIONAL LIMITED, Abeokuta Nigeria.**

**(Network Engineer/Administrator) Dec 2015 till Date**

* Supports Network and servers in Abeokuta (on-site), 2 other Nigerian sites (remotely) and 4 African countries (remotely) including Ghana, Zambia, Liberia, and Kenya.
* Installing, maintaining, configuring and testing network hardware/software including servers, routers, switches and firewall across catchment locations
* Work with remote IT teams to monitor and maintain the integrity and security of domains, servers and storage systems in their respective locations.
* Maximizing network performance by monitoring performance, troubleshooting network problems and outages (From the MPLS site), scheduling upgrades (Windows and Cisco IOS) and collaborating with network architects on network optimization;
* Configuration of routing and switching equipment (11 routers, 2 L3-switches and 28 L2-switches).
* Creates a distributed windows environment by installing and configuring windows server domain environment (ab.isonbpo.com) consisting of 2 DCs and 46 application servers.
* Ensures effective operations of the domain environment by creating , Managing and controlling the activities of all objects (users and computers) on the Active Directory domain
* Reduces the stress of software deployment through centralized AD software installation, update and removal according to daily user requirements.
* Enhances synchronized user-friendly environment by designing and implementing file storage, concurrent usage and storage on the local domain.
* Authoring of IT policy documents and monitors compliance.
* Performs regular security monitoring to identify any possible intrusion.
* Enables round-the-clock support by creating Anyconnect, SSL and WebVPN remote accesses on cisco ASA device.
* Ensures domain and systems security by implementing policy-based measures based on varying business requirement.
* Performs periodic network security assessment and penetration testing.

**GMTechNG International Ltd., Ilorin, Nigeria.**

**( Consultant- Network/IT Support) Dec 2012 – Dec 2015**

* Monitored and maintained the integrity and security of Cisco network devices by working with remote on-site IT team.
* Supported clients through go-live process and a play key role in promoting network solution adoption
* Ensured on-time delivery of service by enhancing network performance across Ilorin (Nigeria), Lagos (Nigeria) and Texas(USA) branches.
* Enhanced Network availability by performing redundancy and HA related configurations with adequate periodic monitoring on same.
* Effectively provided technical risk assessment of technologies in networks, applications, wireless technologies, social engineering, code review and war dialing amongst others
* Kept network level Intrusion to zero percent by Performing periodic packet sniffing and analysis.

**CNSSL CALL CENTRE, Ilorin Nigeria [MTN Nig. Contracted]**

 **(Supervisor/Head, Network/IT support) *Dec 2011 – Dec 2015.***

* Produced daily, weekly and monthly operational reports of IT infrastructure as well as performance appraisal of IT support personnel in Ilorin(local site), Lekki and V.I, Lagos centers(remote sites).
* Managed end to end IT Infrastructure activities;Ensured the compliance of IT support personnel with IT best practices as required in the company’s IT and related policy documents
* Enhanced end user experience by Providing second level end user support to Ilorin (on-site), Mayfair and Victoria Island, Lagos(remote)
* Enhanced Network availability by Installing, and configuring Network devices particularly CISCO routers and switches in conjunction with a remote MTNN WAN Engr. Protocols: OSPF, RSTP, and MPLS; actively works with the IP-core team.
* Reduced incident occurrences by troubleshooting network problems; Drove the setup/ maintenance of the Data Centre Network ; escalated problems to vendor for faster resolution.
* Coordinated the activities of the IT support teams in Ilorin(on-site) ), Mayfair and Victoria Island, Lagos( via remote connection)
* Maintained an inventory of all technology procedures and products and prepare an effective schedule for same, ensure appropriate support to all IT and media services and provide service management to all resources.
* Contributing in formulating and Business Continuity & Disaster Recovery Plans
* Enhanced users’ efficiency and operational routine task by developing custom made web based and stand-alone software programs that solves specific user and operational problems.

**CNSSL CALL CENTRE, Jos [MTN Nig. Contracted]**

(***Team Lead, Customer Service / Workforce***) ***May 2010 – Dec2011***

* Generated accurate intraday, daily, weekly and monthly forecast showing volume, handle time and required staff using specific service goals and historical reports.
* Promoted one-call resolution by resolving on-net and off-net MTN customers’ queries with the aid of suitable applications
* Impacted effective product and service knowledge by educating off-net and on-net customers about MTN products and services.
* Participated in preparation of the call center schedule.
* Pulled and analyzed Call center agents’ performance in compliance with laid down Key Performance Indicators

**ACADEMIC QUALIFICATION**

[2012-2015] National Open University of Nigeria

 *BSc. Information Technology. [Second Class Upper Division]*

[2003-2008] Federal University of Technology, Akure

*B.Agric.tech.* [*Second Class Lower Division*]

[1999-2002] Wesley College of Science, Elekuro, Ibadan, Oyo state.

*Senior School Certificate Examination*

**PROFESSIONAL IT CERTIFICATIONS**

* Microsoft Certified Solutions Associate (server 2012)
* Microsoft Certified Professional
* Cisco Certified Network Associate(Routing and Switching)
* Cisco Certified Network Professional [in progress]
* COMPTIA A+

**CERTIFIED TRAININGS**

* Certificate in Cyber Security [DeVry University, ILLINOIS]
* Information Security Assessment and Testing [ Cybrary 2016]
* Communications and Network Security [ Cybrary 2016]
* Intrusion Detection and Prevention System [ Cybrary 2016]

**ON-THE-JOB TRAININGS (certified by MTN Nigeria)**

* **MTN Nigeria Customer Focus program**
* Certificate in Strategic Customer Focus [2015]
* **MTN ACADEMY, SkillSoft**
* MALICIOUS CODES AND INFORMATION SECURITY [2012]
* LINUX ADMINISTRATIVE TASK [2011]
* **MTN ACADEMY , OSSIDIAN TECHNOLOGY**
* INFORMATION TECHNOLOGY AND INTERNET [2012]
* INTERMEDIATE DATA COMMUNICATION [2011]

**IT KNOWLEDGE FOR PRACTICE (No certifications)**

* Core coding Web design (HTML5, PHP and CSS3)
* CORE Java Programming
* C# Programming.
* Web development with Wordpress (Expert user level).

**LANGUAGE SKILL**

* **IELTS (Band score 7.0 – advanced user) :** [2014]

**COMPUTER SOFTWARE PROGRAMMING ACHIEVEMENTS**

* **ISON BPO Incident Reporting System (IIRS, Feb. 2016):** A Java network program (JDBC, SQL, PHP, JavaMail) that is being used by all departments to report incidents. There are interfaces and logics for incident monitoring, case assignment, monthly incident frequency analysis, Incident SLA measurement, Automatic e-mail alert system
* **Time-Mon (July 2011):** A purely java based program that helped CSR in MTN Jos call center (CNSSLCCL) managed their call handling time.
* **CCR GUIDE (May 2012):** A purely java based program that assisted CSR in MTN Ilorin Call Centre (CNSSLCCL) in educating customers, sending product info to customers line via sms, and raised service request on siebel CRM.
* **LeavePlanPro :** A JDBC application that uses a user-friendly interface to store CSR’s leave / holiday information into a mysql database with an interface to retrieve the leave information by supervisors . It assisted the HR department keep track of leave and absenteeism information
* **CMS (ChangeMySChedule):** A JDBC application that enables CSR to be able to apply for re-scheduling of their original shift and confirm approval status as indicated on CSR module after verification by the appropriate units and supervisor(s).
* **VoteCC:** A core java based polling application used by the online call center for voting / polling purpose. Underlying concepts include JDBC, SQL, Java Networking and Concurrency amongst all.

**WEB PROJECTS**

* [www.gmtechng.com.ng](http://www.gmtechng.com.ng) (in progress)
* [www.citadellia.net](http://www.citadellia.net) (Dec 2015).
* [www.cnsslcclgtrads.com](http://www.cnsslcclgtrads.com) ( Jan 2014) : A restricted web portal for CSR at Ilorin , Lekki and VI call centers for working with business applications with a user friendly knowledge sharing forum.
* [**www.aicos.com.ng**](http://www.aicos.com.ng) **(Dec 2016) :** An online academic portal for ACADIP INT’L
* [www.hamdalatschool.com.ng](http://www.hamdalatschool.com.ng) (in progress).
* [www.debatehub.com.ng](http://www.debatehub.com.ng)
* [www.knowislam.com.ng](http://www.knowislam.com.ng)

**PROFESSIONAL MGT. CERTIFICATION**

* NATIONAL INSTITUTE OF MANAGEMENT

*(Proficiency certificate in management)* 2010

* INSTITUTE OF STARTEGIC MANAGEMENT OF NIGERIA

(Associate membership certificate in strategic management) 2010

**AWARDS**

* **CNSSL Call Center Ltd., Ilorin**

[Extraordinary Staff, 2014]

* **ISONBPO INT’L Ltd.**

[Best IT Support Engineer, Q2 2016]

* **ISONBPO INT’L Ltd.**

[Employee of the Month, July 2016]

* **ISONBPO INT’L Ltd.**

[Star Performer, January 2017]