NAME XXXXXXXXXXXXXXX

ADDRESS XXXXXXXXXX
PHONE NUMBER | EMAIL ADDRESS

ABOUT ME

A proactive Information Technology Analyst with interpersonal and negotiation skills to meet and manage today's business needs.

WORK EXPERIENCE

Telecom Engineer - **Shell Petroleum Development Company, Port Harcourt** September 2015 – Present

- Provide IT support to various projects in execute phase to ensure optimal performance.
- Maintain good working relationships with relevant Delivery Vertical and competent centre teams.
- Assist to develop and review IT/Field telecoms scope of work in tender documents for different projects, and agree technical assessment criteria at initial stages of the tendering process.
- Liaise with relevant stakeholders, perform site survey when necessary to have better understanding of existing infrastructure that will eventually provide a better design input for new projects.
- Part of the review team to cover quality checks and compliance/alignment with Shell, upstream standards and architectures policies on system, procedures and equipment.
- Provide On-site HSSE monitoring and supervision of delivery of critical IT/Telecoms systems at the office or remote location(s).
- Where company compliance is not 100%, I obtain step-out approval for standards that is industry or government compliant.
- Ensure customer requirements are captured and fully represented in project charters and tender documents.
- Ensure the project testing plan covers testing of critical components of the solution as well as relevant non-functional requirements.
- Research, interpret, and apply federal, state, and local laws, rules, regulations, ordinances, policies, and procedures pertaining to telecommunications systems.
- Generate relevant project reports on a regular basis in suitable formats for various stakeholders.

Helpdesk Supervisor **- Saipem Contracting Nigeria Limited, Port Harcourt** October 2014 – September 2015

- First point of contact for all IT related quarries.
- Helpdesk Team Lead; Assign task(s) to the best IT support teammate suitable for the job.
- Followed up on all task assigned and report filing for reference purposes using GLPI software.
- Managed work load for the team to ensure efficiency and optimum productivity.
- Inducted end users on basic IT quarries such as paper jam, mail archiving, data protection/ computer misuse.

Enterprise IT Administrator February 2014 – September 2015

- Provided software/ hardware support to over 600 mobile device users on the base and sites
- In A team of 5 that Managed base users account using Solar-Wind, Active directory and Exchange server
- Set-up new user enterprise\corporate emails; configure them on their mobile devices
- Administration and inventory management of all user's Mobile communication services and devices
- Point of contact between Company GSM users and Network Providers
- Provided desktop and network support over the telephone and in person.
- Review and amend company policies on Mobile / telecommunication with the Group Logistics manager.

Bharti Airtel, Abuja - ***Sales and Distribution Administrator (NYSC)*** December 2009 – November 2010

- Processed client's orders and online payments using SAGE Line 500 software.
- Provided back office services to the product distribution team using SAGE Line 500 and Excel.
- Was part of a team of 7 that engaged in quarterly sales promotion on the field.
- Analysis of product sales using Excel spread sheet.
- Offered Customer service in person and over the telephone to the distributors and clients.
- Carried out Stock Management using Sage Line 500 and Microsoft excel.

- Processed and Reconciled payroll slips for contract staffs.
- Worked with the corporate sales team to review and develop promotion models.

2nd Line IT Support (Intern) - Digital Bridge Institute (DBI), Abuja February 2008 – August 2008

- Managed 70 – 80 user accounts and settings using active directory.
- Promptly troubleshot network connectivity, system and mobile device hardware/software issues.
- Monitored workstations, performing system backups and patching.
- Part of a team of 7 that reviewed/ evaluated risk analysis for various organisational IT Projects.
- Provided application support and liaised with third party suppliers when necessary.
- Followed established procedures for each quarry and to ensure excellent satisfaction.
- Followed up on resolved/unresolved quarries escalating reoccurrences to 3rd Line support.

1st Line IT Support (Intern) - National Universities Commission (NUC), Abuja June 2007 – August 2007

- Cabled and trunked any newly created organisational departments.
- Was in a team of 4 that provided technical support to 30 – 40 staffs in person and over the telephone.
- Cloned desktop PCs with Quality Assurance in mind for new staffs and departments.
- Proactively troubleshot network connectivity quarries, PC and printer hardware to deadline.
- Actively engaged in the set-up/management of work-stations for video conferencing seminars.
- Carried out up to the minute logging of all technical quarries for reporting/ referencing.

EDUCATION

Coventry University, UK — January 2011 – July 2012
Certificate Attained: ***MSc. Network Computing***

Igbinedion University Okada — September 2004 – November 2009
Certificate Attained: ***B.Eng. Computer Engineering***

Command Day Secondary School, Abuja — September 1997 – September 2003
Certificate Attained: ***WAEC (O' Level)***

CERTIFICATION/PROGRAMMES

Cisco Certified Network Associate (***CCNA***) — July 2013
Organisational Health and Safety Programme (Certificate of Attendance) — July 2012

Additional Information: ***Key IT skills include*****:** Windows/ Apple operating systems, Microsoft Office (*Word, Excel and PowerPoint*), Microsoft Exchange 2010 and Active Directory 2008 R2, Mobile device support (Android, iOS), User experience evaluation and design (UXD), Usability Testing, Dame-ware (Solar-wind) Version 8, GLPI helpdesk software. My ***hobbies*** are checkers, ludo and swimming. ***Membership:*** British Computer Society.