IT OPERATIONS / TECHNICAL SUPPORT / INFRASTRUCTURE

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Profile

IT operations and technical support professional with experience since 2018. Hands-on background in user support, endpoint protection, Microsoft 365, Zoho, networking and infrastructure delivery. Own incidents through resolution, coordinate vendors and document practical processes for users and IT teams.

Core capabilities

IT support | Microsoft 365 | Active Directory / Entra ID | Zoho administration | Sophos endpoint, encryption and mobile management | Huawei / MikroTik networking | VLANs / VPN / VoIP | ServiceNow / Zendesk | Technical documentation | Vendor coordination

Selected experience

IT Support Manager - Pilot Finance Ltd.

Oct 2025 - Jul 2026 | Lagos, Nigeria

| Owned day-to-day IT support, infrastructure, endpoint security, user access, licensing, procurement and vendor coordination; led one direct report.

| Handled approximately 100-150 support requests weekly for 30+ employees across three offices, including six fully remote colleagues. Typical critical response was within 15 minutes, with resolution commonly taking 1-2 hours depending on the incident.

| Introduced Sophos endpoint protection and centralised encryption across 25 laptops; managed four smartphones through Sophos Mobile and administered 27 Zoho business accounts.

| Authored 14 IT/security procedures, with 12 approved and implemented at the time of reporting. Supplier comparison and negotiation contributed to approximately 12% annual equipment-cost savings.

Network Infrastructure Project Consultant - Harvestfield Industries, via TranterIT

Jun 2025 - Dec 2025 | Project engagement

| Led approximately 95% of technical delivery for an enterprise network across three buildings and six floors, serving approximately 120 users.

| Delivered six switches, 12 access points, one firewall, 32 IP phones and 120 network points; coordinated approximately seven vendors and 15 technicians.

IT Support Manager - Crown City Resort

Dec 2023 - Present | Hybrid

| Lead IT operations for 120-150 employees in an environment serving 400+ network users, with more than 50 computers and connectivity across guest and operational areas.

| Improved wireless coverage, introduced captive-portal bandwidth management and used router/ISP failover to sustain service during disruption.

CAREER CONTINUED

Experience & development

IT Support Officer - Doculand Business Solution

Feb 2024 - Oct 2025 | Hybrid

Provided hardware, software and network support; managed onboarding, offboarding, backups, accounts, licences, remote troubleshooting, user training and support documentation.

IT Support Specialist - International Psychometric Centre

May 2023 - Nov 2023 | Ibadan, Nigeria

Supported users, devices, software and networks; maintained asset records and contributed to information security, incident response and staff awareness.

IT Consultant / System Analyst - Kunliano Enterprise

Aug 2022 - Apr 2023 | Remote

Provided remote technical support, system deployment, troubleshooting, customer coordination and security-practice guidance.

Network Engineer - Rufus Giwa Polytechnic - Directorate of ICT

Sep 2018 - Aug 2022 | Owo, Nigeria

Worked as one of three network engineers within a 17-person IT team on a campus network provisioned for approximately 7,000-10,000 users.

Product Tester - Infinix Nigeria

Jul 2020 - Present | Part-time, remote; dates from supplied CV

Tested device/software performance, stability and usability; documented bugs and contributed product feedback alongside primary IT roles.

Education

HND, Computer Engineering - Rufus Giwa Polytechnic, 2015-2018.
ND, Computer Engineering - Rufus Giwa Polytechnic, 2012-2014.

Professional development

Huawei HCIA Security / Datacom; Huawei Certified Academy Instructor (as listed in supplied CV). Google Cybersecurity learning programme in progress at the latest explicit update.

Additional information

English: professional working proficiency; Yoruba: native. Azure and AWS: foundational knowledge. Hybrid, project and part-time engagements overlap; years of experience are not summed across concurrent roles.

Supporting work samples are available in the accompanying portfolio. Career figures are approximate and self-reported.