

Raheem Adewale Nurudeen

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Objective

To strive for excellence performance and precision at all times, in all positions and circumstances, so as to improve organizational objectives and achieve managerial goal and targets, while attaining professional distinction and proficiency.

Personal Details

Date of Birth:	January 23, 1985
Place of Birth	Ebute-metta
State of Origin	Lagos State
Local Government Area	Alimosho
Nationality	Nigeria
Marital Status:	Single
Languages Known	English Language and Yoruba Language.

Complimentary Skills

- Good interpersonal and teamwork abilities
- Ability to mix and interact freely with other people
- Hardworking, focused, Self-starter, and ready to learn
- Value-driven and delivers with minimum supervision
- Commitment to service and Excellence
- Excellent verbal and written communication skills
- Work independently and also have a team orientation
- Meticulous attention to detail and accuracy
- Ability to troubleshoot WAN/LAN connectivity issues

Education and Qualifications

- National Open University of Nigeria. 2014-Present
B.Sc. in Communication and Information Technology (In View)
- Federal Government Girl's College. (N.Y.S.C) 2011-2012
- Federal Polytechnic Offa, kwara state, Nigeria.
Higher National Diploma in Computer Engineering (Upper credit). 2010
- Federal Polytechnic Offa, kwara state.
National Diploma in Computer Technology (Upper credit). 2004

Work Experiences

January 2012-Present Diamond Bank Plc.,
Plot 1261 Adeola Hopewell street, Victoria Island, Lagos
Position: Network and System Support Engineer

Job Description: IT Systems Support Engineer

- Responsible for the resolution of technical issues for staff in Diamond Bank.
- Systematically managing Diamond Bank branches, supporting business transaction application.
- Evaluates user needs and system functionality.
- Deployment of business and security application to various Diamond Bank Branches in Lagos State.
- Part of the team that provided support during the implementation of Diamond bank's Biometric Verification Number and Teller world project.
- Ensure smooth running of all ICT systems, including anti-virus software.
- Supervision of IT projects, working with various vendors to achieve deliverables at project completion time.
- Deployment and support of Enterprise mobile devices such as iPhone, iOS and android's devices for staff in PGD'S Place.
- Second Level Management of Applications, computers, NCR and WINCOR ATMs.
- Printer configuration and troubleshooting.
- Monitor all bank's Network connections for up/down events, packet losses, high response times etc.
- Carry out all sort of troubleshooting on Links (Networks) to all Diamond bank branches.
- Installation, configuration and managing outlook and office365 mailbox front ends
- Review incidents and flag/escalate recurrent ones as Problems
- Generate and send periodic Link Availability report on all branches and Minis thrice daily, weekly and quarterly Link status reports
- Monitor Link bandwidth usage and link service quality
- Generate and send daily bandwidth usage report in all branches and Mini-branches
- Monitor all backup Links to branches and Minis branches
- Escalate all Link-related challenges to the unit head
- Generate trend analysis report on Link performance and Link quality on a weekly, monthly and quarterly basis.
- Configuration of Network devices such as Switch and Router etc.
- Configuration of Hotline modem (Linksys) and manages customer hotline bank-wide. Performed other IT related duties as assigned.
- Asset Management (Recording Asset Movement).
- Troubleshooting wired and wireless network connectivity and related problems across the enterprise network.

September 2011 Management Professional Certification

- Nigerian Institute of Management (chartered)
- Proficiency Certificate in Management

IT Professional Certificate

1. CompTIA A+ (NIIT 2012)
2. CCNA (NIIT 2014)
3. ITIL (In View)

About Myself

Self-discipline, hardworking, solution and result oriented with dedication life. Confidence when using information technology, with an ability to learn new package and willingness to challenge the status quo, when appropriate, and consider change. In addition, having a clear vision that can be translated into action through effective communication. My aims are work with reputable organization, and contributes innovative ideas for company growth, and making profit for shareholder.

Referee

Available on Request

Signature with date