# Segun Sodipo Samuel

**System Administrator / Network Support / Cyber Security Engineer**

## CONTACT

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📍 Iyana oworo, Lagos

## CAREER OBJECTIVE

*A courageous and confident individual who possesses a considerable amount of knowledge regarding secretarial and administrative office procedures. A quick listener and is experienced in coordinating, planning and organizing a wide range of administrative activities. Goal-directed, result-oriented with a strong communication skill*

## EXPERIENCE

January 2021 – Present
**I.T Assistant Executive**
**System Administrator/ Network Support**
**Ison Xperience**

- Navigated multiple computer systems and applications and utilized search tools to find information.
- Managing IT Projects
- Document IT systems and procedures
- Training users on IT systems and procedures
- Providing technical support to users
- Ensuring compliance with IT policies and procedures
- System Audit and keeping system uptime.
- System Networking and Administration.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.

January 2018 – December 2020
**Data Entry Specialist**
**IHS Towers**

- Adhering to quality standards and following established procedures to maintain data accuracy and integrity
- Organizing and maintaining databases to ensure data integrity and accessibility.
- Ensuring the accuracy and validity of the data entered by reviewing and cross-checking for errors, and missing information.
- Compiled with corporate and regulatory policies regarding information confidentiality and privacy.
- Identifying and rectifying errors, duplicates or inconsistencies in the data.
- Preparing reports or summaries based on the entered data as required by the organization.
- Maintaining strict confidentiality and adhering to data protection policies to safeguard sensitive or confidential information.

October 2016 – June 2018
**Customer Care Representative**
**British American Tobacco**
Outbound Agent
Duty: Cold Calling

- Providing efficient and courteous service to customers at all times.
- Quick response to resolve customer needs.
- Participated in ongoing training to enhance own job skills and knowledge.
- Adhered to quality and service standards to support operational goals.
- Worked with team to complete tasks.
- Provided product information and resolve customer concerns.

## ACADEMIC CREDENTIALS

- ❖ **MOSHOOD ABIOLA POLYTECHNIC (Higher National Diploma OFFICE TECHNOLOGY MANAGEMENT)**
- ❖ **KAYODE PREVERSITY HIGH SCHOOL (Senior School Leaving Certificate)**
- ❖ **LITTLE SOUL NURSERY AND PRIMARY SCHOOL (First School Leaving Certificate)**
- ❖ **OTHER CERTIFICATES**
  Red Hat System Administration (RH124)
  Introduction to Critical Infrastructure Protection
  Red Hat Enterprise Linux Technical Overview
  Working at NOC (Network Operations Center)
  Fundamentals of IOT development with ThingWorx version 7.4
  Windows I.T Basic Users and Helpdesk Staff
  Complete Microsoft Excel Course

## PERSONAL INFORMATION

- **Sex:**                            Male
- **Marital Status:**         Single
- **Date of Birth:**          18th May 1994

- **State of Origin:**                Ogun State
- **Nationality:**                     Nigerian

**PERSONAL ABILITIES**

- Attention to details
- Punctual and Reliable
- Can work with or without supervision
- Ability to work under pressure
- Teamwork spirit
- Good written and verbal communication skills

## LANGUAGES

### SKILLS

**English**
Fluent

Efficient and Detail-Oriented
Courteous with a Strong Service Mindset
Calm and Professional under pressure
Understanding Customer needs
Building Customer Trust and Loyalty
Inbound and Outbound Calling
Responding to difficult Customer

## CORE COMPETENCE

- ✓ System Administration
- ✓ Customer / User Support
- ✓ Technical Support
- ✓ Customer Service
- ✓ Data Management
- ✓ Computer Proficiency
- ✓ Reception Support
- ✓ Great attention to detail

## ADMINISTRATIVE ABILITIES

- Maintaining electronic and hard copy filing
- Coordinating and arranging repairs of office equipment
- Reasonable knowledge in Microsoft Word, Excel, Web Design and Computer Networking
- Troubleshooting hardware and software problems
- Installing and maintaining hardware and computer peripherals
- Installing and upgrading computer software and operating systems

**REFERENCES**

References available upon request