

OLABODE OLADIPO

IT Infrastructure Engineer

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Profile

A lifelong learner IT Professional with more than 10 years work experience spanning the Insurance, Telecoms, FinTech, Consumer electronics, Pharmaceutical, Automotive Manufacturing, and Technology Industries. With a solid understanding of IP Networking, Systems Administration, and Cloud Computing, I use the ITIL framework to align IT service delivery with business objectives.

Certifications

IT Service Management



- ITIL Foundations v3

IP Routing & Switching



- Cisco Certified Network Associate – Routing & Switching

SD-WAN Networking



- Cisco Certified Specialist – Enterprise SD-WAN Implementation

Server Virtualization



- VMware Certified Technical Associate – Data Center Virtualization

Work Experience

SD-WAN Technical Support Engineer, EMEA

Role

- SD-WAN Technical Support Engineer, EMEA

VMware by Broadcom, Cork, IRL

Responsibilities

- Verification of Case Severity as P1 to P4
- L2 Data Plane Case Management (Break/Fix)
 - Troubleshoot Edge Router to Gateway connectivity issue
 - Troubleshoot Edge Router to Edge Router (IPsec tunnel) connectivity issue
 - Overlay (DMPO) and Underlay (BGP) troubleshooting
 - Troubleshoot HA (High Availability) issues in Edge Routers
 - Business Policy – in JSON file- troubleshooting
 - Edge Router Management via the Orchestrator (VECO)
 - RCA – Diag. Bundle with MobaXterm using Linux commands
 - RCA - PCap Analysis using Wireshark
 - Customer Engagement via Case updating and/or online meetings
- RMA Processing for EMEA region
- EMEA Queue Management & Case Assignment
 - EOD Reports generation to Management: Daily Assignments, Daily Closures, SLA misses etc.

Jul. 2023 to Date

Accomplishments

- Appointed EMEA, RMA Champion
- 162 RMA Cases Treated and Closed
- 202 Total Cases Closed
- 2 Knowledge Bases Drafted
- Acting Queue Manager, EMEA

Network Engineer

Role

- NOC Engineer Supervisor

MOBITEL, Lagos Nigeria

Responsibilities

- Core Network Segment Monitoring and Management
- Radio Access Network Monitoring and Management
- Transport Network Monitoring and Management
- Incident Management
- Weekly Network status reporting to the CTO/Management
- SLA Management

Jun. 2010 – Nov. 2015*

Accomplishments

- Resolution of a broadcast storm in the REP powered Metro Transport Network
- Full configuration and deployment of Cisco ME 3400 Metro Switches
- Built good relationships with vendors and Upstream Internet providers

Network Support/IT Engineer

Hyster-Yale, Craigavon Plant NI, UK

Role

IT Field Support Engineer

AVASOTECH

Manufacturing/Automotive

Responsibilities

- Shopfloor PC Build and deployment
- Shopfloor PC Asset Tag labelling
- Ensuring Shopfloor PC Wireless Connectivity
- Cable Management
- Waste (Empty boxes) Management

Sep. 2020 to Nov. 2022 (Contract)

Oct. 2022 to Nov 2022

Accomplishments

- Cleaned up and organized the peripherals in the IT storage room to enable easier access to them and speed up end-user hardware/peripherals request fulfillment

US Bank Elavon, Dublin18 Ireland	FinTech/Banking	Sep. 2020 to Jan. 2021 Jan. 2022 to Mar. 2022
Role	Responsibilities	Accomplishments
IT Field Support Engineer	<ul style="list-style-type: none"> ▪ Desk Audit/Setup for RTO (643 Desks) ▪ Laptop imaging (Win 10 Ent.) ▪ Remote user onboarding & support ▪ Incident Management via ServiceNOW 	<ul style="list-style-type: none"> ▪ Opayo systems and infrastructure deployment ▪ 400 PCs installations and dispatched to remote Users
Zoetis, Dublin Ireland	Pharmaceutical	May, Aug 2021 to Oct. 2022
Role	Responsibilities	Accomplishments
IT Field Support Engineer	<ul style="list-style-type: none"> ▪ Laptop imaging (Win 10 Ent.) ▪ LAN Management: 10 Cisco Catalyst 3850s ▪ End user Desktop support ▪ Incident Management via ServiceNOW 	<ul style="list-style-type: none"> ▪ Network Devices and Laptop Asset inventory reconciliation at Wicklow, Rathdrum
APTIV, Dublin Ireland	Automotive	Apr. 2021 (Backfill)
Role	Responsibilities	Accomplishments
IT Field Support Engineer	<ul style="list-style-type: none"> ▪ ITOB: PC Build New User Setup ▪ IMAC: Remote and on-site user support ▪ Nexus Switch Support - LAN 	<ul style="list-style-type: none"> ▪ Laptops/Peripherals Asset inventory reconciliation at the HQ in Dublin.
Sr. Technical Support Engineer	d.light, Nairobi Kenya	Mar. 2019 to Dec. 2019
Role	Responsibilities	Accomplishments
<ul style="list-style-type: none"> ▪ Business Systems Support (BSS), Manager, Nigeria 	<ul style="list-style-type: none"> ▪ HQ LAN/WAN Support ▪ Laptop imaging (Win 10 Pro.) ▪ Remote user support ▪ Staff Laptop onboarding ▪ Incident Management via Jira 	<ul style="list-style-type: none"> ▪ Architected d.light Nigeria's Corporate HQ wireless Network infrastructure from ground up and presented it as a Business Case to the MD for project funding ▪ Local Payment gateway (NIBSS) and Platform API integration for payment notification and token

Membership

- ICS ([Irish Computer Society](#)) - Professional.
- NCS ([Nigeria Computer Society](#))
- IEFT ([Internet Engineering Task Force](#))
- ISOC ([Internet Society](#))

Education

- University Benin, Benin City, Nigeria Bsc. Computer Science 2015

Hobbies

- Technical Reading ▪ Watching Football (My Team) ▪ Travelling

Referees

- Jeremiah Ocheing
Director, Business Systems Support,
d.light, Nairobi, Kenya
jerimao@gmail.com
+447900707456
- Graham Harkness
ZTD GMS Lead Zoetis
Rathdrum, Tallaght, Tullamore at Zoetis Inc.
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LinkedIn

- <https://www.linkedin.com/in/olabode-oladipo-a98657160/>

Legend:

* Moved Work Experience Mobitel (2010 – 2015) up for relevance to the position in view