

# CHARLES OGUNDIYA

## Experienced IT Support Engineer

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### PROFESSIONAL SUMMARY

I am technically skilled IT Support Engineer with a strong technical background who possesses self-discipline and ability to work with minimum supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately.

#### SKILLS

- TCP/IP Protocol
- Windows OS (Client, Server)
- Active Directories
- Hardware Maintenance
- Local Area Network (LAN)
- Virtualization Software (Vmware, Hyper-V)
- Major software licensing (Microsoft, Adobe, etc.)
- Cloud Computing
- Administration of Microsoft 365
- Network Security
- Firewalls
- Virtual Private Network (VPN)
- Troubleshooting
- Ticketing and Assets Tracking
- Technical Documentation

#### STRENGTHS

- Effective Troubleshooter - Successfully resolved 95% of IT issues within 24 hours
- Excellent Communication - Collaborated with cross-functional teams to resolve IT-related challenges
- Strong Analytical Skills - Proactively identified and resolved potential IT problems before they escalated

### KEY ACHIEVEMENTS

- Achieved a first-call resolution rate of 90%, consistently resolving user issues on the initial contact, reducing wait times, and improving user satisfaction.
- Maintained a user satisfaction rate of 95% through effective communication, problem resolution, and a user-focused approach to IT support.
- Attained the highest performance levels and quality customer care, both meeting and exceeding requisite KPIs and target.

### WORK HISTORY

#### IT Business Consultant

January, 2024 – Present

##### Macin Fix

- Providing end user support onsite or remotely sorting out IT issues on Desktop PCs, Laptops and Printers.
- Identify areas where IT solutions can improve business operations and productivity.
- Work with clients to understand their business goals, processes, and technology.
- Recommend IT solutions (software, hardware, or systems) that align with business needs.
- Communicate IT solutions clearly to non-technical users and offer training or support as needed.
- Prepare reports, presentations, and documentation for clients detailing IT solutions, costs, and benefits.
- Manage timelines, budgets, and resources, ensuring the project is delivered on time and within budget.

#### Field Service Engineer

December, 2021 – March, 2024

##### Sanlam – Cape Town Head Office

- Provided end user support onsite or remotely sorting out IT issues on Desktop PCs, Laptops and Printers.
- Handled users' Desktop PCs, Laptops build / rebuild, installations and configurations.

- Applied operating system and network updates and configuration changes.
- Provided support needed either onsite or remotely for server or network failure.
- Diagnosed hardware and software problems, and replaced defective components.
- Troubleshooting and showing descriptive steps taken to resolve an issue
- Provided support to multiple customer environments which often involve an ever-changing IT landscape
- Provided Virtual Private Network (VPN) support using Pulse secure application.
- Troubleshooting IT and VPN related issues
- Provided Firewall application support using Zscaler.
- Provided Microsoft 365 support to users
- Provided Multi-Factor Authentication (MFA) support to VPN users.
- Managed Users' Microsoft Accounts
- Added computers and users onto the correct OU on Active Directory, ensuring that they are in the correct domain as well as assigning users with appropriate privileges (as per company policy).
- Assisted Level 1 and Level 2 Support team members with complex tasks.
- Ensuring that data captured on system incident or task is accurate and according to ITIL standards

**System Engineer 3g/4g admin**  
Sanlam – Cape Town Head Office

August, 2020 – November, 2021

- Requesting and uploading RICA documents to the CM Workflow.
- Attending and adhering to the PMO project deadlines where 4G is required.
- Testing 4G modems and MTN/Vodacom SIM cards before issuing the items.
- Communicating with clients with regards to data usage.
- Precise updating of client information onto the MM3 system.
- Handling SRS requests (new, transfer and retire of 4G workflows).
- Handling Unicentre requests/incidents (fault logging with vendors and maintaining close working relationships with Gijima).
- Troubleshooting and resolving issues.
- Troubleshooting and showing descriptive steps taken to resolve an issue.
- Ability to provide support to multiple Customer environments which often involve an ever changing IT landscape.
- Writing accurate and descriptive fault reports when required.
- Providing first line contact to the Vendor, Service Desk including L2 support to Field Service Engineers when required - Gijima (escalation initiator).
- Conducting a monthly stock taking exercise and ordering new stock as well as logistics arrangements.
- Terminating contracts on request.
- San-Guest Wi-Fi Account Administrator.

**IT Migration Engineer**  
Sanlam – Cape Town Head Office

March, 2018 – July, 2020

- Implementing SCCM rollout for Sanlam/Santam Head Office and other branches as well as client installation, software distribution, remote control, and resolving other SCCM issues.
- Working in a team, providing support for imaging, configuration and migration of 5000+ users' workstation from Windows 7 operating system to Windows 10 platforms, ensuring all data, files and folders' migrations are completed efficiently and with minimum interruption of operations.
- Creating and verifying Data backups.
- Upgrading/Rebuilding Desktop PCs and Laptops.
- Adding computers and users onto the correct OU on Active Directory, ensuring that they are in the correct domain as well as assigning users with appropriate privileges (as per company policy).

## Customer Support Engineer

June, 2017 – February, 2018

Philip Morris International – Century City, Cape Town

- Attending to service requests logged via Service-now (SNOW)
- Contacting clients to keep them updated with the call logged
- Preparing (image) for new computers/laptops
- Upgrading/Rebuilding Desktops and Laptops
- Fixing Desktops, Laptops and Printers hardware and software problems

## IT Support Technician

June, 2015 – May, 2017

Precision Networks – Cape Town CBD

- Providing 1st and 2nd Level IT support mainly for SLA Clients onsite or remotely sorting out IT issues/problems on PCs, Laptops and Printers.
- Handling Clients' PCs, Laptops build / rebuild, installations and configurations.
- Applying operating system and network updates and configuration changes.
- Providing support needed either onsite or remote for server or network failure.
- Diagnosing hardware and software problems, and replace defective components.

## IT Technical Support Facilitator

June, 2012 – May, 2015

BCS Academy (054-707 NPO) – Turffontein, Johannesburg

- Conducted and facilitate outcome based training on IT.
- Prepared learners for assessment and Conduct formative assessments.
- Ensured that assessments are informed by outcomes of specific unit standard.
- Ensured that learners are theoretically and practically competent.
- Maintained learner's portfolio of evidence.
- Prepared manual for learners.

## PROFESSIONAL CREDENTIALS AND MEMBERSHIP



- A+ | Network+ | Security+ | CySA+ | AZ - 900 | SC - 900

Member of IITPSA (Institute of Information Technology Professionals South Africa).

## EDUCATION & QUALIFICATIONS

### TERTIARY EDUCATION

**Advanced Information Security (NQF Level 7 with Distinction)** 2023

University of South Africa – Cape Town

**National Certificate in Designing & Implementing Telecommunication Networks** 2011

University of South Africa - Johannesburg

**National Certificate in Call Centre Training** November, 2007 – February, 2008

Cornerstone HR – Randburg, Johannesburg

**National Diploma in Computer Operations & Engineering** May, 2001 – April, 2002

JIC-SYSTEM Training College – Ibadan, Nigeria

### PROFESSIONAL COURSES

**Cybersecurity Analyst Professional Certificate** November, 2021 – June, 2022

IBM Course (Offered by Coursera)

**Introduction to Cybersecurity**  
Cisco Networking Academy Course (Offered by Cisco)

December, 2021 – January, 2022

**IT Fundamentals for Cybersecurity Specialization**  
IBM Course (Offered by Coursera)

November, 2021 – May, 2022

**RASERVICE – Notebook, Tablet, Desktop & Workstation Authorized Technician**  
Lenovo Learning for Service Engineers Course (Offered by Lenovo)

2021

## **SECONDARY EDUCATION**

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**Secondary School Education**  
Apata Community Grammar School – Ibadan, Nigeria

June, 1992 – February, 1998

## **AWARDS**

**Employee of the Month**

January, 2022 & April, 2023

- Recognized for providing exceptional IT support to clients