

Abdullah Akinola Abdulhakeem-Alugo, IT Support Specialist

+234 706 563 1695, ibnabassalugo@gmail.com

LINKS

[LinkedIn](#), [Twitter](#)

PROFILE

Masters student with distinction in Telecommunications Engineering, I possess more than 3 years' experience working with both Electrical Engineering and Telecommunication Engineering firms.

I have worked as an intern in an IT Support role and now possess the Google IT Support Professional Certificate whilst also working towards bagging my Comptia A+ Certification soonest.

Additionally, I possess skills in Cloud Architecture with Google Cloud and would perform great in the role of a Cloud Solutions Architect. I also aim to write the Google Associate Cloud Engineer and the Professional Cloud Architect Certification examinations as soon as possible.

EMPLOYMENT HISTORY

Sep 2017 — Dec 2018

Electrical Engineer, Lagos State Electricity Board

Ikeja, Lagos

- Determined most effective approaches to new projects by reading and analyzing blueprints, drawings and sketches.
 - Created, aligned and optimized electrical instrumentation and testing equipment.
 - Evaluated installed electrical equipment and systems to isolate faults and implement corrective actions.
 - Initiated project management knowledge study and subsequently standardized project management practices.
 - Communicated with engineers and customers to discuss potential and existing engineering projects.
 - Monitored manufacturing operations of electrical devices for compliance with safety protocols.
 - Prepared technical documentation for operation, troubleshooting and maintenance of industrial systems.
 - Coordinated with vendors to identify and procure appropriate equipment necessary for project completion.
 - Supervised and coordinated technicians in periodic maintenance and repair of faulty streetlight poles.
 - Handled up to 10 calls most days to address customer calls regarding streetlights.
 - Developed team communications and information for LEDCO meetings.
 - Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
 - Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
 - Monitored installation and operations to consistently meet rigorous customer requirements.
-

EDUCATION

Jan 2019 — Oct 2020

Master's Degree, Federal University of Technology, Minna

Niger State

- Telecommunications Engineering
- 4.50 CGPA

Sep 2011 — Nov 2016

Bachelor's Degree, University of Lagos

Akoka, Lagos

- Electrical/Electronics Engineering
-

SKILLS

Desktop Support	Expert	Linux Operating System	Experienced
Troubleshooting	Expert	Customer Support	Expert
Customer Service	Expert	IT Project Management	Skillful
Analytical Thinking	Experienced	Microsoft Office	Experienced
Attention to Detail	Experienced	Computer Networking	Skillful

Communication Skills	Expert	Computer Hardware	Expert
Leadership and Teamwork	Expert	Technical Support	Expert
IT Support	Expert	Google Cloud Platform	Skillful
Active Listening	Expert	Cloud Computing	Experienced

LANGUAGES	English	Native speaker	Yoruba	Native speaker
	Arabic	Very good command		

CERTIFICATIONS

Jun 2020

GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE

<https://www.youracclaim.com/badges/3a1b4c10-d92a-4d2e-8c47-aafb802aabe4>

- An eight-month intensive IT support program developed by Google that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes evaluative hands-on labs.

May 2020

CLOUD ARCHITECT WITH GOOGLE CLOUD

<https://www.coursera.org/account/accomplishments/specialization/certificate/P77QEX52SZYP>

- A three-month Google Cloud Architect program that covers design, development, and management of cloud solutions. It includes hands-on labs and an exclusive preparation for the Google Professional Cloud Architect certification.

INTERNSHIPS

Jul 2015 — Jan 2016

IT Support Engineer, Alcatel-Lucent

Lekki, Lagos

- Troubleshoot and repaired faulty desktop (Linux) servers used to provide telecommunication services by Globacom and other service providers.
- Troubleshoot and fixed servers experiencing downtime.
- Handled customer technical support cases through phone and email submissions.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Maintained system functionality by testing computer components and fixing them.
- Executed various techniques, including writing Unix scripts to maintain servers and systems, keeping networks fully operational during peak periods.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Removed malware, ransomware and other threats from laptops and desktop systems.

REFERENCES

References available upon request