

IYIOLA OLIYIDE

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EDUCATION

Bachelor of Science, Information Technology

May 2024

Towson University, Towson MD

Relevant Coursework: Cloud Computing for Enterprises, System Administration and Maintenance, Fundamentals of Networking

Associate of Science, Computer Science

May 2023

Community College of Baltimore County, Essex MD

EXPERIENCE

IT SUPPORT TECH II

May 2023-Present

Mercy Medical Center, MD

- Respond to escalated tickets relating to hardware, software, and networking issues, resolving 95% within SLA.
- Managed new site launch project, including: setup of 30+ desktops and peripherals, printer assignments, cable management and networking.
- Address security challenges including identity and access management, preventing cyberattacks, and mitigating hardware/software vulnerabilities.
- Restored a high-priority wireless PA clock system in patient rooms, improving communication efficiency and patient care.
- Deploy desktops and laptops to new hires. Train employees on usage, company computer policy, and procedures.

IT SUPPORT TECH I

August 2022-May 2023

Mercy Medical Center, MD

- Provide technical support to 5,000+ hospital staff weekly, efficiently resolving 50+ tickets per day and maintaining a 95% customer satisfaction rate.
- Utilized Active Directory to administer user accounts and computer policies, enforcing security through access control for network, file shares, and applications.
- Efficiently collaborate with colleagues in resolving staff-generated tickets.
- Monitored and maintained thin clients provisioned through VMware and IGEL on enterprise network.

CONSULTATION AGENT

January 2022-August 2022

Best Buy/Geek Squad, MD

- Controlled reservations and walk-ins of 2,000+ clients seeking device repair and/or diagnosis.
- Managed ticketing system handling 50+ service orders daily, achieving a resolution rate of 95% within first contact.
- Diagnosed and resolved a wide range of software, hardware, and connectivity issues while delivering technical training on hardware/software to clients.
- Consistently met monthly net customer score with an average of 98% client satisfaction with service.

CUSTOMER EXPERIENCE SPECIALIST

May 2021-January 2022

Best Buy/Geek Squad, MD

- Served as a store round advisor in varying departments such as mobile, home theater, smart home IoT and computer technologies.
- Assisted customers with system diagnoses & troubleshooting for issues with network devices (modems/routers & switches), two-factor authentication setups, and software installations.
- Maintained an average top customer satisfaction score rating of a 100 by delivering exceptional service and personalized solutions.
- Achieved monthly title of Top Sales Representative, registering the highest number of customers for a company service plan, boosting traffic and revenue by 15%.

EXTRACURRICULAR ACTIVITIES

TECHNICAL SUPPORT

September 2017-Present

House of Praise Baltimore, MD

- Manage video & network equipment such as PTZ cameras and HDMI over Ethernet adapters used for weekly event streaming.
- Maintain institution's uptime by troubleshooting desktop, laptop, and server computers, ensuring functionality and reliability
- Design graphical flyers for special events held at the institution.
- Direct the video production of the weekly streams alongside team members. Support the installation and configuration of network infrastructure.

MASTERCARD CYBERSECURITY VIRTUAL EXPERIENCE

December 2023

PROGRAM ON FORAGE

- Completed a job simulation where I served as an analyst on Mastercard's Security Awareness Team.
- Helped identify and report security threats such as phishing.
- Analyzed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams.

SKILLS AND INTERESTS

- **Hardware:** Cisco, Visiplex, HP, Raspberry Pi 4, Synology, Fijitsu, Zebra, TP-Link, Dell, Firewalla, Switches & hubs, IGEL Thin clients, Printers, Kiosks
- **Tools and Software:** Wireshark, PowerShell & command prompt, IGEL UMS, Microsoft 365, VMware, Citrix Storefront/Director, Cisco Finesse, Jabber, Ivanti, Imprivata, Azure Portal, Webex, Photoshop, Adobe Acrobat, Google Workspace, Active Directory, SCCM, ManageEngine, SIEM tools, Process explorer, Microsoft Office Suite
- **Operating Systems:** Windows 7,8,10, 11 and Server 2022, Mac OS, Ubuntu, IOS, Android, ChromeOS

CERTIFICATIONS

- **CompTia Security+, *CompTIA***- June 2024
- **CompTia Network+, *CompTIA*** - Expected September 2024
- **Certified in Cybersecurity (CC), *ISC2*** - June 2024
- **Microsoft Certified: Azure Fundamentals (AZ-900), *Microsoft*** - July 2022
- **Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900), *Microsoft*** - May 2023
- **Google IT Support Professional Certificate, *Google*** - August 2023
- **Google Cybersecurity Specialization, *Google*** - December 2023