

AIIRI ADEWUMI DEBORAH

System Support Administrator

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PROFESSIONAL SUMMARY

I am a highly reliable Network Operations Center (NOC) Engineer with strong experience in 24/7 network monitoring, fault management, incident escalation, and service assurance across enterprise and telecom-grade networks. I have a proven ability to identify, analyze, and resolve network issues, collaborate with cross-functional teams, and ensure high availability, performance, and compliance with SLA requirements.

TECHNICAL SKILLS

- Monitoring Tools: NMS, EMS, Service Desk & Ticketing Systems
- Operating Systems: Windows Server
- Protocols & Concepts: SNMP, QoS, Routing & Switching Basics
- Network Technologies: LAN/WAN, TCP/IP, MPLS, VLANs, VPNs
- Service Management: ITIL Framework, Incident & Problem Management

PROFESSIONAL EXPERIENCE

System Support Administrator

Osun State University – Osogbo, Osun State, Nigeria

2024 – Present

- Administered and supported campus-wide IT systems, including user accounts, academic platforms, and administrative applications, ensuring high availability and reliable access for students, faculty, and staff.
- Provided first- and second-level technical support for hardware, software, network, and system-related issues, resolving incidents promptly.
- Managed system access control, user provisioning, backups, and routine maintenance to ensure data integrity, security, and compliance with university IT policies.
- Monitored servers, networks, and application performance to proactively identify, troubleshoot, and resolve system issues before service disruption.
- Supported learning management systems (LMS), student information systems, and email platforms to ensure uninterrupted academic and administrative operations.

Customer Experience Officer

RussleSmith Nigeria Limited – Lagos State, Nigeria

2022 - 2024

- Acted as a key liaison between clients and internal operations teams, ensuring timely resolution of service requests related to product supply, logistics, and service delivery.
- Managed customer interactions across multiple channels, addressing inquiries, service concerns, and contract-related issues while maintaining strong client relationships.

- Monitored service quality and customer satisfaction levels, identifying gaps and working with technical, logistics, and commercial teams to improve overall customer experience.
- Ensured accurate documentation of customer requests, service agreements, and transaction records in line with company policies and industry regulations.
- Supported customer onboarding and account management processes, including contract initiation, service-level understanding, and compliance requirements.
- Collaborated with sales, operations, and HSE teams to ensure customer expectations were aligned with operational capabilities and safety standards.

Regional Network Operations Center Engineer

Huawei Technologies – Lagos State, Nigeria

2020 – 2021

- Managed and operated SPC's service management platform and ICT service desk to ensure efficient handling of incidents, requests, and service delivery.
- Proactively identified, analyzed, and mitigated ICT issues to minimize service disruption and maintain operational continuity.
- Supported the ICT full cost recovery model by tracking service usage and ensuring ICT services were financially sustainable, well managed, and appropriately cost recovered.
- Collaborated with OMD managers and cross-functional teams across SPC to implement system enhancements and process improvements that improved service efficiency and reliability.

Customer Service Rep

Guarantee Trust Bank – Lagos State, Nigeria

2017 – 2018

- Served as the primary point of contact for customers, providing guidance on banking procedures, resolving service-related concerns, and ensuring a positive branch experience.
- Verified customer information and processed service requests in accordance with internal controls, regulatory standards, and risk management policies.
- Handled customer complaints with professionalism and empathy, applying problem-solving skills to deliver timely and effective resolutions.
- Supported customers in navigating digital banking channels, including online platforms and self-service terminals, to improve convenience and reduce in-branch wait times.
- Accurately updated customer profiles and maintained transaction records within banking systems to support reporting, audits, and operational accuracy.

Customer Service Rep

First City Monument Bank – Osogbo, Osun State, Nigeria

2014 -2015

- Delivered high-quality customer service by handling account inquiries, transaction issues, and service requests while maintaining confidentiality and compliance with banking regulations.
- Assisted customers with account opening, documentation, and onboarding processes, ensuring accuracy and adherence to KYC and AML policies.

- Resolved customer complaints efficiently by investigating issues, providing clear explanations, and escalating complex cases when necessary.
- Processed routine banking transactions and service requests accurately, including deposits, withdrawals, transfers, and account maintenance.
- Educated customers on banking products and digital services such as mobile banking, internet banking, and ATM usage to enhance customer experience and adoption.

EDUCATION

- *Olabisi Onabanjo University 2019 // Ogun State, Nigeria.*
Bsc. in Computer Engineering.
- *Federal Polytechnic Offa 2013 // Kwara State, Nigeria.*
Ordinary National Diploma
- *Federal Government College Ikirun // Osun State, Nigeria.*
Secondary School Leaving Certificate

CERTIFICATION

- Huawei Certified ICT Associate (HCIA) (Routing and Switching).