**ISADOH, KENNEDY OKOUROMI**

70, Olaiya Street, Mafoluku, Lagos State, Nigeria.

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***Objective:*** I specialize in ICT with various Technologies. I have worked in a variety of Fields with various companies and use problem-solving skills, a strong work ethic, creativity, Teamwork, professionalism, and a drive to understand customers so that we can accomplish Work effectively.

***Work Experience***

**2022- Present Freelance Services Remote Location**

**Web Developer**

* HTML | CSS | Bootstrap | PHP | JavaScript
* Python Coding | Apllication Support.

**2019-2020 Tek Experts Nigeria**  **17, Ozuma Madigwe, Lagos**

***Cloud* *Support Engineer***

* Microsoft 365 Planning & Deployment | Administration
* Providing Technical Support for; Exchange Online & Outlook, Identity & services, Security & Compliance, Azure AD, SharePoint Online, One Drive for business, Skype for business online, Enterprise Microsoft Teams, Microsoft Planners, Microsoft Forms, etc.
* Maintains daily communication with customers across EMEA, Asia, and America to ensure resolution and proper follow-up, leading to customer satisfaction via SLA
* Utilizes the escalation process to resolve customer service delivery issues and conducts root cause analysis that will lead to effective problem-solving.

**2015-2018 Briscoe Technologies Limited Ikeja, Lagos**

***IT Administrator***

* + - Microsoft Window Servers Administration(AD/DHCP/DNS/GPO)
    - Ability to Manage Users/Clients in Active Directory Environment
    - Monitoring Data on-call traffic from and to Radio Network.
    - Ability to run SQL on the Database to spool a call record analysis report
    - Solving possible problems from call Data information system
    - Ability to Mine and Analyze Data using the Pivot table/Chart in MS Excel
    - Remote monitoring of BTS of Two-way Radio Network
    - Hands-on experience with Microsoft Office applications
    - Design network architecture for the sub-network region using MS-Visio
    - Networking of (LAN/WAN & TCP/IP) with Cambium Microwave Radio-Links and other network devices.
    - Installing vehicle Mobile radio unit
    - Setting up of Cisco intelligent Switches/Routers.
    - Configuring VHF & UHF two-way Radios/ Repeaters
    - Mounting Base Transceiver Station for Trunked Radios (TETRA/DMR).
    - Providing technical support for Critical Telecommunication Network for Professional Mobile Radio users.
    - Involved in Computer Repairs/Printers.
    - Provide Technical support to CCTV Devices.
    - Involved in Training newbies.

**2013-2014 Interswitch Group. Oko-Awo Close, V.I**

***Business Support Partner (POS | Devices)***

* + - Deployment
    - Maintenance
    - Technical services

**2011-2012 National Youth Service Corps(NYSC) Umomi Community Sec. Sch., Kogi.**

***Head Teacher***

* + - Teaching Physics, Mathematics & Further Math.
    - Organizing & Preparing Students for Inter-School Mathematics Competitions.
    - Classroom Management

***Education***

**2006-2011 Federal University Of Technology Minna, Niger State.**

***B. Tech in Physics/Electronics***

**2000-2006 Ikeja High School Ikeja, Lagos.**

**Se*nior School Certificate Examination***

**Professional Certificate**

* Microsoft Certified Trainer (**MCT**)
* Enterprise Microsoft Teams Administrator
* Microsoft 365 Identity & Services
* Network Security Associate
* Network Security Professional

**Project Work | Year Handled**

* The design of a BMI calculator for a hospital in Nigeria(a backend project, 2021)
* The design of pH-scale for higher institutions in Nigeria(a backend project, 2021)
* Backend design of Auto-password generator (a backend project, 2021)
* The installation of Base Transceiver Station at Eko-Tower for Total, Lagos, 2015
* The installation of BTS | two-way radios at Chevron, Lagos, 2018
* The deployment of critical communication system at BOI building Marina for Shell, Lagos, 2018
* The deployment of BTS for Nimasa at Apapa Lagos, 2018
* The deployment of two-way radios for Seplat, Lagos State, 2017

**Courses Attended**

* Microsoft Business Continuity Plan.
* Information Security and Awareness.
* Cyber Information Security 2
* Exchange Online Protection 1 & 2
* Soft Skills Training program by Microsoft
* Data Protection | Security & Compliance
* Basic Digital Mobile Radio

**Additional skills**

* Active Listening
* Teamwork
* Effective Communication
* Emotional intelligence
* Empathy
* Optimism
* Team player
* Troubleshooting techniques
* Growth Mindset
* Ability to learn fast | excellent collaboration skills

**Bio Data**

Preferred Name: Ken Isadoh

State of Origin: Edo State

Local Govt.: Esan North East

Linkedin URL: <https://www.linkedin.com/in/kenned-isadoh-Oa136186>

**Hobbies**

* Exercises
* Reading
* Watching Football

**Professional Referees**

Would be provided on request