**Anthony Kolade**

**2nd Line Support Engineer**

**Contact:** 0794 765 6327 | London, E10.

**Email:** [ao.kolade@outlook.com](mailto:ao.kolade@outlook.com)

**Skype:** Anthony.Kolade

Professional Profile

A multi-skilled professional with a wealth of experience from self-employment, senior retail management, digital design, development & marketing, website design and systems support. Strong experience on various systems ops and digital projects, including technical support with extensive IT background and troubleshooting to find solutions to technical issues relating to systems support whilst on design and development have extensively developed logo and banner designs, static, interactive and ecommerce website designs and development, front-end designs, E-Mail design and development, SEO and analytics.

Employment History, Voluntary and Freelance Projects

**Support Contracts**

17/09/2019 - date | IT Support Resource Engineer

**Hengrace - London, UK**

* Migration of Windows7 to Windows10 and Office 2016
* Administration of Windows 7/10, Exchange, RAS, Internet and Intranet
* Domain migration.
* Imaging
* Outlook Set-up and configuration.
* Anti-virus and encryption set-up.
* Printer’s network queue installation and configuration.
* Installation and setting up of new applications.
* Retain end to end ownership and resolution of IT support calls
* Provide support to newly migrated users.

16/11/2018 - 17/09/2019 | EPOS Support Engineer

**Employer:** Ricoh Limited

**Project End User:** Selfridges & Co

* Windows 10 migration and Roll-out across the business
* Deploying windows image using SCCM

Supporting 600+ EPOS on site.

* BYOD device set up and provisioning asset mac address on Cisco ISE
* Configuring and administering build on SCCM
* Imaging and setting up laptops for new starters
* Provisioning new phone devices on MDM and Intune (MS Azure)
* Windows server 2012 and 2016 administration
* Anti-virus installations and troubleshoot (Mcafee).
* SharePoint Admin and knowledgebase maintenance and development.
* Resolving various networking issues both either on the user end / server room or panel patching, server backups and restore.
* Windows server admin – AD, DNS, DHCP file storage / complex permissions / application software installation.
* TCP/IP administration and troubleshoot
* Active Directory administration
* Support HHD’s (Handheld devices) used for stock picking and stock auditing
* Connectivity and troubleshooting of wireless AP network issues
* Trouble shooting and replacement of toners for printers
* Project installation – tills, peds, telephones in new areas

09/10/2018 to 15/11/2018 | Phone Upgrade Engineer

**Employer:** Microteam Limited

**Project End User:** Credit Suisse

* Moved users from Avaya based infrastructure to Skype for Business
* Deployed new telephony endpoint devices to end users, conference rooms, common arears and share offices.
* Connect devices to network, perform validation test and configure
* Manually configure Skype for Business
* Office 365 DNS setup
* Office 365 Skype setup for manual configuration
* Set up your domain and users
* Set up Phone System and the Calling plans in Office 365

25/09/2018 to 05/10/2018 | Floorwalker and Night upgrade | 2nd Line Support Engineer

**Employer:** Microteam Limited

**Project End User:** Kanta Group

* Migration of Windows7 to Windows10 and Office 2016
* Administration of Windows 7/10, Exchange, RAS, Internet and Intranet
* Domain migration.
* Imaging
* Outlook Set-up and configuration.
* Anti-virus and encryption set-up.
* Printer’s network queue installation and configuration.
* Installation and setting up of new applications.
* Retain end to end ownership and resolution of IT support calls
* Provide support to newly migrated users.

18/06/2018 to 17/08/2018 | Domain Migration Project | 2nd Line Support Engineer

**Employer:** Ricoh UK Limited

**Project End User:** Engie

* Migration of Windows7 to Windows10.
* Pre and Post migration using Powershell ISE.
* Installation and configuration of Office 365.
* Domain migration.
* Imaging
* Outlook Set-up and configuration.
* Anti-virus and encryption set-up.
* Printer’s network queue installation and configuration.
* Installation and setting up of new applications.
* Mobile device set-up and configuration.
* Floor walking support where required.

11/06/2018 to 15/06/2018 | Windows 10 Deployment | 2nd Line Support Engineer

**Employer:** Computer Center

**Project End User:** Royal Mail

* Pre-Migration Audit.
* System backup.
* Migrating to new domain.
* Installation and setting up of new applications.
* Floor walking support where required.

08/05/2018 to 08/06/2018 | Domain Migration Project | 2nd Line Support Engineer

**Employer:** Ricoh UK Limited

**Project End User:** Engie

* Working in a team of engineers responsible for migrating new applications to desktop PC's and mobile devices and some end user support where required.
* Removal of legacy applications.
* Migrating to new domain.
* Installation and setting up of new applications.
* Floor walking support where required.

06/2016 to 04/05/2018 | System Support Engineer

**DGtal-Mind - London, UK**

* Managed a group of five IT interns
* Facilitated the roll out of new Microsoft products
* Deployed and configured new HP computers and printers, handhelds, and any other computer or peripheral equipment
* Responsible for backup and tape rotation for all HP servers on site
* Provided phone support for our outside sales group, which included troubleshooting HP laptops, blackberry's and cellular telephones both on the network and through VPN access

**Voluntary Digital Projects**

**January 2018 to Date** | [www.justhomes.org.uk](http://www.justhomes.org.uk) | Volunteer | Website design, development and analysis, E-newsletter & GDPR Support (Work-In-Progress)

**2017 – to Date** | [www.newwayproject.org](http://www.newwayproject.org) | Volunteer | Website design, development and analysis, E-newsletter & GDPR Support (Work-In-Progress)

**2017 - In Progress** |[www.tpg-orphanage.org](http://www.tpg-orphanage.org/) | Volunteer | Website design, development and analysis, and Digital Fundraising Consultant (Work-In-Progress)

**Freelance Projects**

**2015 to 2017** |[www.irokotheatre.org.uk](http://www.irokotheatre.org.uk) | A London based Theatre Company | Contracted to revamp selected and specific website pages in addition to other digital related duties.

**2016** | [www.deep-cut.co.uk](http://www.deep-cut.co.uk/) | A London based Freelance Film Producer | WordPress – Completed

**2016** | [www.circlecleanltd.co.uk](http://www.circlecleanltd.co.uk) | A London based Cleaning Company | WordPress – Completed

**2016** | [www.bikoyhealthtraining.co.uk](http://www.bikoyhealthtraining.co.uk) | A London based Care Training Company | Webpage Builder – Completed

**2009 to 2014** | Cross Technologies Ltd, Nigeria | Digital Design and Marketing Consultant

Working for this media consultancy agency with focus on Media, Marketing, and Brand Management where I had the opportunity to work on various media projects including:

* YS Technologies Ltd | [www.ystechnologies.com.ng](http://www.ystechnologies.com.ng) (Account offline)
* Aksotech Ltd | [www.aksotech.com.ng](http://www.aksotech.com.ng) (Account offline)
* Kenya High Commission | [www.kenyanigeria.org](http://www.kenyanigeria.org) (Account offline)
* Taimez Limited | [www.taimez.com](http://www.taimez.com) Account offline)

**1999 to 2003** | FemWeb UK Ltd (Self-Employment) | Web Designer

**1988 to 1999 and 2003 to 2009 – [13 years]** | **Senior Retail Manager** | SSP, Marks and Spencer, Matalan and Makro | **Achievements:** Achieved 70%, exceeded 25% and improved on 5% of all set targets and KPIs.

Education

1990 – 1994: BSc (Hons) in Textile Design and Technology | De Montfort University, UK

1982 – 1987: Higher National Diploma – Textile Design | The Polytechnic, Ibadan, Oyo State, Nigeria

1976 – 1981: National Diploma – Fine Arts | The Polytechnic, Ibadan, Oyo State, Nigeria

Skills and Expertise

|  |  |  |
| --- | --- | --- |
| **2nd Line Support** | **Website Design & Development** | **HTML Email Design and Development** |
| * Active Directory * Installation and troubleshooting * Microsoft Package * Powershell ISE * Data backup and recovery systems * DNS, DHCP, WSUS * WAN, LAN, VLAN * Mainframe IBM ES9000, AS/400, VTAM, ICCF * Skype Business * TSO, MVS * VMware & Virtual Box * Airwatch * Okta Verify * Teamviwer * Symantec VIP * EPOS | * WordPress * Joomla * Bootstrap * Photoshop * Fireworks * PowerPoint * Visio * HTML * CSS * MailChimp * Dreamweaver * PIWIK * Google Tag Manager * Google Analytics * Google AdWords * Floodlight Counter tags * Floodlight Sales tags * Conversion Linker | * Email Account and Lists Management * Email Error Codes * Email Tracking * Cloud * Facebook, Twitter, LinkedIn and Google+ profiling. * Spam score check to ensure email delivery. * White and Black listing management. * Double opt-in email collection and subscription management. * Automatic unsubscribe, opt-out and bounce processing and management. * Open and click-through tracking. * Real-time campaign reporting. * Link to databases such as SQL, MySQL, * Personalize messages * Inspect email addresses for DNS and SMTP validity |

References provided upon request