

Tunji Alabi

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WORK EXPERIENCE

Migration Engineer, Deployment Engineer and Floorwalker

Microteam / Janus Henderson Investors [15/04/2019 – 18/07/2020]

Address: London (United Kingdom)

City: London

- Replace Windows 7 desktop PCs / Laptops with new Windows 10 machines. Configure and deploy Windows 10 PCs to individuals with bespoke IT software requirements and also standard requirements.
- Collection on all incoming stock relating to migration. Asset management / auditing of incoming and outgoing devices
- Deployment of monitors, Cisco phones, Dell active pens, Dell docking stations and communication headsets.
- Excellent customer service and soft skills ensuring less technical end users requirements are captured and delivered.
- Expert understanding of both Windows 10 and 7 / large scale OS roll outs (1000+) with SCCM
- Great attention to detail to ensure quality and consistency and a positive overall experience for the user.
- Imaging Desktop & Laptops Computers / Installing upgrade part and supporting peripherals including printers
- Application support at a 2nd line level
- Experienced in providing Project support (floor walking), troubleshooting issues including Office 365 suite
- Experience working with OSD Task sequences for deploying the build and troubleshooting any failures and escalate to the relevant team
- Monitor the deployment of build and the packages deployed to the estate
- Work effectively as part of a team enthusiastically and support colleagues in a high-pressurised environment.
- Using service now to support to resolve tickets related to windows 10 post migration.

Migration Engineer / Floor Walker

Microteam / AVIVA [10/02/2019 – 12/04/2019]

Address: London (United Kingdom)

City: London

Country: United Kingdom

- Get the user to log on to both source and destination laptops. Get the user to create a PIN for BitLocker and provide an overview of what this means for the user. Update Anti-Virus on destination laptop. Run GP update on the Destination laptop. Execute the peer to back up successfully (propriety tool). Run post-deployment checks Get the user to sign asset receipt form after completion of migration and user has been fully informed of file locations and navigating the new Windows operating system.
- Complete post-deployment checks for all new users.
- Ensure all users are engaged throughout the day.
- Show users the user guide to get familiar with the new Operating System.
- Check all connectivity for all the core applications and ensure legacy data is being populated.
- Give users the choice of new applications available or they can remain their current versions.
- Inform the users of the new location of their data migrated from their old machines.
- Demonstrate the new search facility and explain the subtle difference with the old search facility.
- Ask the user if they require any more assistance with their new system if the user is fully satisfied then move on to the next awaiting user.

Deployment Engineer

Microteam / Royal Borough of Greenwich [21/01/2019 – 21/01/2019]

Address: London (United Kingdom)

City: London

Country: United Kingdom

- Remove old monitors, cables, desktops, mice, and keyboards
- Deploy new monitors, cables, desktops, mice, and keyboards
- Place old machines in new boxes and store them in cages for removal
- The on the new machine and let the task sequence run to completion.
- Log in using test accounts
- Run test scripts.
- Confirm domain join and successful login.

Deployment Engineer

Lorien / XMA / UCL Student Centre [21/01/2019 – 24/01/2019]

Address: London (United Kingdom)

City: London

Country: United Kingdom

- Deploy 350 HP AIO Desktops.
- Place monitors on arms.
- Cable tie cables to monitor arms.
- Alan key monitor arms to the required specification.
- Make a log of the asset number and network port numbers.

Deployment Engineer

Illuminet / Microteam / Wells Fargo [26/11/2018 – 10/01/2019]

Address: London (United Kingdom)

City: London

Country: United Kingdom

- Install a minimum of 16 desks per day
- Placing monitors on arms (2 monitor configurations)
- Cable management of desk fitted to specification
- Installing Cisco VOIP Phones
- Trading Floor (2 monitor, 3 monitor, 4 monitor and 6 monitor configurations)
- Installing Bloomberg Keyboards
- Report any issues to Team Lead

Deployment Engineer

Lorien / Daisy Team / WSP Group [26/10/2018 – 29/10/2018]

Address: London (United Kingdom)

City: London

Country: United Kingdom

- Disconnect users monitor, desktop, keyboard, mouse and any other IT peripherals. Reconnect to the new located desk.
- Test network ports by pinging on cmd session
- To complete floor walking activities and to test that users can login to the WSP network.

Data Stanardisation and Analytics /Business Application Support 2nd Line

European Medicines Agency [05/02/2018 – 23/09/2018]

Address: London (United Kingdom)

City: London

Country: United Kingdom

We are the business owners of EudraVigilance (EV) and Art57 Databases.

The Business Data and Analytics Department provides data management services to support the business areas in the Agency. It manages product databases, records management system, data entry, data quality and data analysis to ensure the best use of data as part of the wider Agency strategy on information and knowledge management.

The main activities and tasks performed

- Dealing with calls to the service desk and resolving problems efficiently to meet SLAs and OLAs (JIRA)
- Quality assurance testing of Pharmacovigilance and clinical safety systems to ensure that their local safety/ pharmacovigilance database is compatible with the EudraVigilance system and compliant with messaging formatting and terminology requirements.
- Liason with senior staff and 3rd parties to provide timely escalation and fixes as needed.
- Creating and updating articles for the knowledge base e.g guidance documents, templates, and FAQ.
- Collection of the Individual Case Safety Reports (ICSRs) in the EV system.
- Collection of Authorised Medicinal Product information in the Art57 Database.
- Collection of Investigational Medicinal Product information in the eXtended EV Medicinal Product Dictionary (XEVMPD).
- Collection and processing (i.e. making data available) of Risk Management Plan (RMP) Annex 1 data.
- Monitoring of scientific and medical literature and entering of relevant information into EudraVigilance.
- Implementing and running the EudraVigilance and Art57 Data Quality monitoring and review framework.
- Leading other data analytics and business intelligence activities needed for the correct performance of core functions of the Agency.

QA Games Tester

Sony Computer Entertainment Europe – [01/12/2015 – 01/12/2017]

Address: London (United Kingdom)

City: London

Country: United Kingdom

Finding and replicating bugs/glitches and accurately reporting them to the game developers. Executing test plans on pre-release versions of software. Assessing product functionality against official SIE quality standards. Researching and documenting product defects and violations. Logging issues for development team review in concise written report formats. Applying knowledge of basic to intermediate networking principles and online console, PC, and mobile gaming / functionality elements. Collaborating on miscellaneous QA test process related tasks . Respond to development team's request in line with the project e.g. providing more information for bugs, balancing, build installation and validating bugs. Respond to support tickets internally in reproducing them and updating them with information for the dev team to fix.

Playstation Network Store Operator

Sony Computer Entertainment Europe [01/10/2013 – 01/12/2015]

Address: London (United Kingdom)

City: London

Country: United Kingdom

PSN Store Operator supports the deployment, configuration, testing and building of the store-fronts and digital assets within the PlayStation® Network. Co-ordinate with colleagues to ensure that promotional content and store release schedules are met and that quality and delivery times are strictly adhered to. Liaise with other departments to maintain upmost accuracy and schedule the release of products.

Dev-Net administration giving support to third party developer's access to our internal networks to prep and test their titles and submit to FQA before it gets released to the public.

Singstar administration consists of publishing new songs bi-weekly, setting up timed promotional songs and removing songs from store.

Provide operational support for all store creation, configuration and testing, as well as validation and Quality Assurance of copy and metadata. Creating, building and publishing PlayStation products to the PlayStation Store.

Quality Assurance of the PSN store consists of ensuring the weekly published content is accurately set up and working as intended and appearing correctly and purchase flow is functioning as intended. Diagnosing and resolving consumer issues via support tickets with a 5-day SLA

Quality Assurance / Functional Tester

SEGA Europe Ltd. [01/05/2012 – 01/10/2012]

Address: London (United Kingdom)

City: London

Country: United Kingdom

Follow a test script in a thorough and consistent manner. Learn and have a clear understanding of QA process. Use test scripts and testing skills to find bugs and identify the severity and risk to the business. Enter professional, clear, accurate and complete bug descriptions (e.g. using the correct naming conventions, what the bug is and steps to reproduce). Enter in bugs clearly and accurately after verifying and recreating/reproducing the bug numerous times using a bug tracker database software called **DevSuite** to log all our new bugs, regress all our old bugs to ensure the bugs were fixed, check if a bug found already existed, and cross reference bugs with other console platforms.

Reported additional balancing, design and accessibility problems. Assist with co-ordination of group-based testing.

Assisting Producers and Project Leads with extra duties and tasks

Worked on game title Sonic All-stars Racing Transformed from on multiple platforms such as Xbox 360, PlayStation 3, PlayStation Vita, and Nintendo 3DS.

Freelance IT Technician / Desktop Support

TJ PC DOCTOR [01/06/2011 – 01/05/2012]

Address: London (United Kingdom)

City: London

Country: United Kingdom

I provide services such as Data Backup, Recovery, Operating System Installation, Desktop Hardware Upgrade, Custom PC Building, Repair, recycling refurbish PC systems , Software installation, Virus Protection and removal, Typist / Audio Typist, Data Input, Broadband setup, Wireless Networking setup and security.

Administrator / IT Support

The Palace Project [01/01/2010 – 01/11/2011]

Address: London (United Kingdom)

City: London

Country: United Kingdom

Building and updating company website and promoting it on social networking sites.

Office duties such as editing documents, proof reading, answering the telephone and monitoring the company e-mail. Selecting and purchasing equipment. Building PCs and networking them. Teaching a class of basic I.T skills to students of all ages and Solve any IT related issues around the office. Setting up and coordinating events and broadcasting it live via the internet.

Installation Engineer

C-Burn Systems [01/03/2007 – 01/09/2008]

Address: London (United Kingdom)

City: London

Country: United Kingdom

To provide support to clients via e-mail, telephone or remote access if they may have with their system. To install C-Burn systems across a number of sites and train the new clients on how to use of their systems. Building and repairing C-Burn systems digital music systems. Liaise with sales and production staff to agree installation dates and times for new customers develop the correct music profile for a site.

I.T Technician

Peabody Trust [01/05/2006 – 01/12/2006]

Address: London (United Kingdom)

City: London

Country: United Kingdom

Upgrading, updating and recycling PCs. Installing Microsoft Windows operating systems all versions. Configuring servers. (e.g. Microsoft Windows 2003 Server , DHCP,DNS, Active Directory and Computer Management.)

Image and Ghosting workstations and then adding them to a domain. Backing up with tape media using Tapeware. Installing network printer and checking ports for connectivity.

EDUCATION AND TRAINING

eXtended EudraVigilance Medicinal Product Dictionary (XEVMPD)

DIA [05/02/2018 – 31/07/2018]

Address: London (United Kingdom)

The training focuses on explaining the guidance and specifically the mandatory data elements necessary for the electronic submission of information on medicinal products.

After successfully completing the course, participants will be able to:

- understand the legal requirements for marketing authorisation holders to comply with the provisions set out in Article 57(2) of Regulation (EC) 726/2004, as amended by Regulation (EU) 1235/2010 and Regulation (EU) 1027/2012;
- understand the requirements for sponsors of clinical trials as outlined in the [Detailed guidance on the collection, verification and presentation of adverse event/reaction reports arising from clinical trials on medicinal products for human use](#) ('CT-3') (OJ 2011/C 172/01);
- be familiar with the extended EudraVigilance product report message (XEVPRM) format used for the electronic submission of information on authorised medicinal products as well as investigational medicinal products;
- understand the controlled vocabularies and terminologies to be used during the submission process;
- use the XEVMPD data entry tool (EVWEB) for the electronic submission and maintenance of different types of medicinal products;
- explain the data structure of the extended EudraVigilance medicinal product dictionary (XEVMPD) for data entry and data retrieval;
- understand the importance of the XEVMPD to support the pharmacovigilance activities in the EU.

The NEW EudraVigilance System and the electronic reporting of ICSRs in the ISO/ICH E2B(R3) format

DIA [05/02/2018 – 31/07/2018]

Address: London (United Kingdom)

This hands-on training covers the functionalities of the new EVWEB application, practical examples for creating, sending and accessing ICSRs in the new ISO/ICH E2B(R3) format.

After successfully completing the course, participants will be able to:

- describe the EudraVigilance System components;
- apply ISO/ICH E2B(R3) rules to safety reporting based on practical examples for initial and follow-up reports, amendment and nullification reports, literature and parent-child cases, and reports from studies;
- understand how to use EVWEB to create, send and access ICSRs and acknowledgments;
- describe the principles of EVDAS and access by MAHs to use electronic Reaction Monitoring Reports (e-RMRs), line listings and ICSR forms;
- query, view, browse and download ICSRs using the EudraVigilance ICSR Download Functionality, which provides access by MAHs to ICSRs submitted by NCAs in the EEA

Cisco Certified Network Associate

Middlesex University [01/09/2008 – 01/06/2009]

Address: London (United Kingdom)

CCNA validates the ability to install, configure, operate, and troubleshoot routed and switched networks, including implementation and verification of connections

Training course

Peabody Trust [01/09/2007 – 01/06/2008]

Address: London (United Kingdom)

CISCO CCNA, A+ Hardware and N+ Networking, Business administration, PC Troubleshooting.

A+ Hardware

Lambeth College [01/01/2006 – 01/07/2006]

Address: London (United Kingdom)

The **A+** certification demonstrates competency as a computer technician.

ICT Software Development

Lambeth College [01/09/2003 – 01/07/2005]

Address: London (United Kingdom)

GNVQ ICT Intermediate

Lambeth College [01/09/2002 – 01/07/2003]

Address: London (United Kingdom)

GCSE

Stockwell Park High School [01/09/1997 – 01/07/2002]

Address: London (United Kingdom)

Leisure & Tourism, Resistant Materials, Science Double Award, Physical Education, French,

Maths, English

LANGUAGE SKILLS

Mother tongue(s):

English

Japanese

LISTENING: A1 READING: A1 UNDERSTANDING: A1

SPOKEN PRODUCTION: A1 SPOKEN INTERACTION: A1

JOB-RELATED SKILLS

Job-related skills

MCSA: Windows 7, Windows 10, Cisco CCNA, Microsoft Windows Server & Desktop, Mac OSX, Microsoft Office, CompTIA A+ Hardware, Virtualization, VPN, Adobe Photoshop, HTML, Visual Basic, Lotus Notes, Right Now CRM, Java, XML, SQL, Android Development, JIRA, JSON and Confluence.