

Richard Ojok

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As a dynamic and accomplished IT professional, I consistently deliver exceptional technical support and demonstrate expertise in cloud engineering. Known for unraveling and resolving complex IT issues, I thrive in achieving tangible results. My background encompasses effective project management and a deep understanding of cloud computing technologies. Holder of a BSc in Information Technology, an ITIL Management Certification, and a distinguished Team Supervisor Level 3 Certification, I am driven to produce impactful outcomes.



IT SKILLS

- PowerShell Scripting
- DNS Management
- Firewall Management
- Webroot Antivirus
- ESET Antivirus
- Bitdefender Antivirus
- Remote Supporting
- Cyber Security
- Pax8 Platform
- IntY Platform
- Xelion VOIP System
- Mihub VOIP System
- CallSwitch VOIP System
- MacOS Support
- Sage 500 Support
- Autotask
- Fresh service
- JIRA
- Slack
- VMware ESXi
- Exclaimer & CodeTwo Signature Management
- Cloudberry Backups
- Mimecast Spam Filter Management
- Action1
- Cisco Meraki
- Monday.com
- Ubiquiti

WORK EXPERIENCE

2ND / 3RD LINE HELPDESK SUPPORT / INFRASTRUCTURE ANALYST | PRIORITY ONE Sep 2023 - PRESENT

- Conduct regular on-site visits, aiding clients with IT issues, and engaging VIP stakeholders for prompt query resolution.
- Develop and deploy PowerShell scripts via a dedicated portal to bolster end-user security.
- Collaborate with clients on projects, including device assembly, infrastructure setup, and Azure and file-sharing system implementation.
- Ensure top-tier client security by strictly following company protocols, incorporating spam filters, antivirus, 2FA/MFA, and ITIL-trained personnel.
- Address escalated tickets with a focus on delivering swift and exemplary customer service.
- Possess extensive hands-on experience with diverse cloud technologies, including Microsoft Azure, Intune, SharePoint, OneDrive, Egnyte File Storage, Dropbox, and Mobile Device Management (MDM) services.

INFRASTRUCTURE ANALYST / HELPDESK MANAGER | AMBICO COMPUTER SERVICES LIMITED

Oct 2019 – Sep 2023

- Promoted to Infrastructure Analyst & Helpdesk Manager, overseeing 150+ clients with top-tier IT solutions.
- Active Directory mastery: Security group admin and policy enforcement.
- Productive stakeholder meetings aligning IT with business goals.
- Streamlined IT services with third-party vendors, cutting downtime.

OTHER INFORMATION

- Learning French
- Front + Backend Web Development
- Clean current driving license.
- University Degree
- ITIL Foundation V4 Certified
- Team Leader Level 3 Certification
- Python Programming
- MSP Experience
- AZ-900 Certified
- Egnyte Technical Professional Certified

- Adapted to diverse environments, managing IT operations seamlessly.
- Ensured data integrity and disaster readiness through backup system oversight.
- Project management excellence, meeting client specifications with precision.
- Engaged in impactful Microsoft Azure Cloud Engineering and seamless integration with AD Connect.
- Spearheaded Microsoft SharePoint Administration, ensuring security and data retention.

FRONT END WEB DEVELOPER | [RICHIEDESIGNS](https://richiedesigns.co.uk/)

Aug 2019 – PRESENT

<https://richiedesigns.co.uk/>

- Proficient in Python programming.
- Skilled in HTML, CSS, and JavaScript programming.
- Experienced in domain management.
- Knowledgeable in SEO management (Search Engine Optimization).
- Proficient in back-end development.
- Experienced in database management using MySQL.

IT SYSTEM ADMINISTRATOR | LONDON MAN AND VAN

JUL 2018 – Oct 2019

EDUCATION

MICROSOFT AZ-900 AZURE CLOUD FUNDAMENTALS – PASS

2023

EGNYTE TECHNICAL PROFESSIONAL CERTIFIED – PASS

2023

TEAM LEADER OR SUPERVISOR LEVEL 3 | INSTITUTE FOR APPRENTICESHIPS & TECHNICAL EDUCATION - PASS

2023

ITIL® 4 FOUNDATION - IT SERVICE MANAGEMENT CERTIFICATION – PASS

2022

BACHELOR OF SCIENCE, INFORMATION TECHNOLOGY | LONDON SOUTHBANK UNIVERSITY – 2:2

GAMES PROGRAMMING | KINGSTON UNIVERSITY – 1st Year

(2012 – 2014) Kingston University. (2016 - 2018) Southbank University

BTEC NATIONAL DIPLOMA, INFORMATION TECHNOLOGY | SHOOTERS HILL POST 16 CAMPUS – LEVEL 3

2009 – 2012

GCSES | THE JOHN ROAN SCHOOL – 9 B-C GRADES

2004 – 2009