# EMMANUEL BIOBAKU

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**PROFESSIONAL PROFILE**

Certified IT professional with over five years of experience in management. Extensive experience in deploying, maintaining and administrating various projects. A dependable team worker with exceptional communication, interpersonal and leadership skills. Also possessing project management skills, critical thinking and skill in client consultation. Seeking a position with an organization looking for a manager with problem solving skills, maintaining systems, systems administration and capacity planning.

**DESKTOP & SERVER**

* Active Directory, Windows 7,8,10, Windows Server2012,
* NVR, POE Cameras
* Desktop, Networked Printers, Storage, backup solutions
* Putty Connection Manager, secure CRT
* Cisco IOS, Router and Switches

**CERTIFICATIONS**

* Cisco Certified Network Associate (CCNA)
* Cisco Certified Network Professional (CCNP)

**EDUCATION**

**University of Texas at Arlington**

Bachelor of Business Administration with concentration in Information Systems

Graduated 2011

**Tarrant County College**

Associates of Arts

Graduated 2007

**PROFESSIONAL EXPERIENCE**

**NTTDATA / Plano, TEXAS March 2019 to Present**

**Technical/Clinical Team Lead**

* Over saw a team of technical experts to resolve technical/epic issues for UMASS Memorial hospital.
* Conducted with remote follow up meetings with management and clients.
* Documented technical solutions for potential outages.
* Worked with security, system administration and Epic team to ensure secured and proper scaling of user accounts, software and hardware.
* Execute external communications with clients regarding critical issues and system changes
* Manage and balance workloads of teams to ensure adherence with SLA’s.
* Monitored performance of various team resources and made recommendations for problem resolutions.
* Ensure smooth transition from implementation to support team.
* Acted as liaison to find preventative and permanent resolutions to Client’s challenges.

**Abba Staffing & Consulting / Dallas, TEXAS March 2018 to Jan 2019**

**IT Support Specialist**

* Identified, researched and resolved technical issues.
* Participate and provide guidance with time-sensitive tickets and account escalations
* Handled escalated calls from remote users.
* Installed network access points and configured end nodes.
* Administered password resets.
* Troubleshoot client’s computer and networking issues.

**Verizon Wireless / SOUTHLAKE, TEXAS Feb 2016 to March 2018**

**Network Analyst**

* Analyzed and interpreted complex voice/data platform messages from Lucent, Nortel, Compaq HLRs, and Motorola databases.
* Acted as project lead for networking team in testing/support of a new monitoring tool that tracked data traffic for various sectors nationwide.
* Analyze and troubleshoot voice and data packets.
* Interact with Telecommunication Engineers, LAN Administrators, and RF staff regarding ongoing network activities.
* Generate reports on network performance and troubleshooting results.
* Used network tools to create final reports to determine corrective action on networking issues.
* Communicated with vendors to ensure that defects in software or hardware are corrected at the point of manufacture.

**CompuCom Systems Inc. / DALLAS, TEXAS Jun 2015 to Feb 2016**

**Network Engineer**

* Execute design, installation and maintenance of network infrastructure.
* Adjust network size to meet capacity demands.
* Coordinate installation of new networking devices.
* Perform general maintenance tasks, monitoring network performance.
* Configure routers and maintained password, security integrity and saved configurations for routers.
* Troubleshoot issues with connectivity to networked devices.
* Close tickets in a timely manner while ensuring appropriate resolutions are documented and carried out.
* Follow through with appropriate action when notified of any network outages.
* Capture and track functional network requirements across various business units.

**Jubilee Consulting USA Inc. / CEDAR HILL, TEXAS Sep 2014 to May 2015**

**Network Engineer**

* Planned, designed and developed LAN/WAN for medium size companies.
* Provided consultation services, capacity planning and hardware recommendations for clients.
* Setup up security and remote management of routers and switches.
* Verified and backed up configurations to TFTP servers. Utilized backup configurations during network failure.
* Involved with communicating with ISPs for circuit provisioning and implementations.
* Responsible for the Installation, configuration and maintenance of Cisco routers and switches.
* Used variable length subnet masking to address unused addresses and to redesign networks.
* Monitored network management of LAN/ WAN links, including capacity planning.
* Fault management and performance monitoring.