

Okikiola Akanbi

IT SYSTEMS TECHNICIAN

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IT Support & Systems Technician with 4+ years of experience delivering end-to-end hardware support, network troubleshooting, and IT operations across fast-paced environments. Proficient in diagnosing and resolving issues across Windows 10/11 systems and networked infrastructures, with practical expertise in Microsoft 365 administration, Active Directory, Azure AD, structured cabling, and user support. Experienced in configuring and maintaining routers, switches, VoIP, CCTV, access control, and business technology systems, with a strong background in system deployment, technical documentation, and supporting operational uptime.

AREA OF EXPERTISE

- IT Hardware Support & Troubleshooting
- Windows 10/11 Support
- Network Configuration & Troubleshooting (LAN/WAN)
- Remote Access & VPN Support
- Microsoft 365 & Azure AD Administration
- Active Directory & User Account Management
- Routers, Switches & Firewall Support
- CCTV & Access Control Systems
- Technical Documentation & Asset Records
- System Deployment & Integration
- ITSM / ServiceNow & Jira
- Cross-Functional User Support

SKILLS OVERVIEW

- Proficient in diagnosing and resolving hardware, software, user-access, and network issues across Windows 10/11 environments, with hands-on expertise in Microsoft 365, Active Directory, Azure AD, and connected business systems.
- Experienced supporting end users, computers, mobile and networked devices, routers, switches, VoIP, CCTV, access control, and structured cabling in operational environments where system availability is critical.
- Strong networking foundation covering LAN/WAN troubleshooting, DHCP, VLANs, firewall configuration, managed switches, wireless access points, and secure remote-access solutions.
- Skilled in system configuration, deployment, testing, technical documentation, asset tracking, and communicating technical issues clearly to both end users and technical teams.

KEY PROJECT HIGHLIGHTS

- Delivered on-site and remote technical support to 150+ users, achieving a 92% first-call resolution rate while consistently meeting ticket SLAs.
- Diagnosed and repaired hardware failures proactively, reducing device downtime by 30% through timely maintenance, upgrades, and replacement of faulty components.
- Configured LAN/WAN, router, firewall, and remote-access issues, contributing to a 20% increase in remote workforce uptime across multiple sites.
- Managed user lifecycle activities across Active Directory and Microsoft 365, streamlining account provisioning and reducing onboarding setup time by 20%.
- Maintained accurate ticket, asset, and system records to support troubleshooting, audit readiness, and ongoing IT maintenance.

PROFESSIONAL EXPERIENCE

IT SUPPORT TECHNICIAN PIXL CANADA

Jan 2024 - Present

- Diagnosed and repaired computer hardware and connected-device issues, reducing device downtime by 30% through proactive maintenance and timely upgrades.
- Configured LAN/WAN connectivity, router and firewall issues, and implemented secure remote-access solutions, contributing to a 20% increase in remote workforce uptime.
- Configured and supported Microsoft 365 services including Exchange, Teams, and OneDrive, along with Azure AD accounts and user access.
- Delivered on-site and remote IT support to 150+ users, achieving a 92% first-call resolution rate and consistently meeting ticket SLAs.
- Managed ticket queues and IT asset information in ServiceNow, maintaining accurate documentation for troubleshooting, audits, and compliance reporting.
- Installed, replaced, and configured networked equipment including cameras, routers, switches, access points, and user devices, verifying connectivity and system performance.
- Supported system deployments and technology changes by coordinating installation, configuration, testing, user support, and technical documentation.

IT SUPPORT TECHNICIAN WEA INTEGRATED SYSTEMS

Sep 2020 - Dec 2023

- Identified and resolved recurring network, hardware, software, and user-access issues, reducing repeat incidents by 15% quarter-over-quarter through root-cause analysis.
- Managed user accounts and permissions across Active Directory and deployed Microsoft 365 applications, reducing onboarding setup time by 20%.
- Performed installs, moves, adds, and changes for biometric time systems, switches, routers, tablets, monitors, and other operational technology, completing 98% of requests on schedule.
- Maintained ERP-related technology, access-control fobs, VoIP systems, surveillance integrations, and QA monitoring software supporting day-to-day operations.
- Supported 100+ employees across administrative and operational environments, minimizing critical service disruption and maintaining 99% system uptime.
- Maintained technical and asset records and communicated system issues and resolutions clearly to users and technical stakeholders.

EDUCATION

Olabisi Onabanjo University, Nigeria

Bachelor of Computer Science

Conestoga College, Kitchener, ON

Postgraduate Certificate - Cloud Data Management

CERTIFICATIONS

- ServiceNow IT Leadership Professional Certificate
- CompTIA A+
- Valid Ontario G-Class Driver's Licence