

AJIDE, OREOLUWA ENOCH

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NOC Engineer + Data Analyst + Customer Service Support

Experienced NOC Engineer with over 5 years of experience in managing network operations across 5,000+ telecommunication sites, while also maintaining great customer relationship and effective vendor management. Skilled in incident management, remote monitoring and vendor relation with a proven track record of maintaining 99.9% network uptime on MNO and ISP sites.

Core Competences

- Incident Management
- Network Topology
- Remote Monitoring Systems
- Network Analysis
- Data Gathering, Cleaning and Auditing
- Data Analysis and Visualization
- Customer Relationship
- Vendor Management

Professional Experience

ANALYST, NETWORK SURVEILLANCE | IHS TOWERS | ABUJA, FCT | DEC 2022 – JUL 2024

- Achieved a 20% reduction in network downtime by optimizing incident management workflows and improving network availability from 90% to 99.9% across over 2,000 multi-tenant telecom sites.
- Remotely monitored site assets and network passive components such as: ACEM, DCEM, Access control, Energy consumption and fuel consumption for optimal performance through CMS.
- Increased satisfaction ratio to 95% by maintaining healthy customer relationship with MNOs and ISPs through prompt feedbacks and fulfilment of service requests via WhatsApp, OWS and Mail.
- Boosted SMC and Vendor contribution to seamless service delivery with key results through proper management and follow-up.
- Compiled periodic network data reports coupled with proper analytics to help drive for effectiveness of service
- Volunteered as a Sustainability Champion advocating for environmental conservation, business continuity and at least 20% reduction in carbon footprint through the use of green energy,

O&M OFFICER, NOC | I-ENGINEERING LIMITED (SMC FOR IHS) | ABUJA, FCT | APR 2022 – NOV 2022

- Managed network incident on over 800 multi-tenant telecommunication sites across northern Nigeria with I-Manager U2020, Service Now, OWS and Affectli.
- Maintained constant collaboration with field team to drive for maximum network availability
- Achieved 100% OWS ticket closure rate and timely feedbacks to maintain a healthy customer relationship.
- Reduced impact on network by 30% through effective management of situational crisis during fuel shortage and other emergencies on site.

ANALYST, NETWORK SURVEILLANCE | IHS TOWERS (CONTRACT) | ABUJA, FCT |

MAR 2021 – MAR 2022

- Managed network incident on over 1500 multi-tenant telecommunication sites across northern Nigeria with I-Manager U2000/U2020, OWS and Affectli.
- Played a key role in the successful transitioning of over 700 sites to a new Inhouse SMC vendor.
- Sustained 99.5 -99.9% power availability all year round on 1500 priority sites in line with SLA.
- Generated reports coupled with proper analytics to help drive for optimal network.

NOC OFFICER | BISWAL LIMITED (SMC FOR IHS TOWERS) | IHS OFFICE ABUJA | APR 2019 - FEB 2021

- Managed network incident on over 1200 multi-tenant sites with 95% power availability through the utilization of network professional tools such as: I-Manager U2000, OWS and Affectli.
- Maintained optimal network service all year round through effective monitoring and prompt fault reportage and resolution.
- Remotely monitored and managed network parameters with CMS and Hydromonit.
- Maintained healthy customer relationship through prompt feedbacks and OWS closure.

NATIONAL YOUTH SERVICE | COLLEGE OF AGRICULTURE | GARKAWA, PLATEAU STATE

NOV 2016 - OCT 2017

- Graduate Assistant at the Engineering unit of the Department of Agricultural Technology
- Engaged in training over 300 students on basic workshop practice, tractor operation and safety.
- Coordinated Sustainable Development Goals CDS group with several sensitizations across my PPA.

INTERNSHIP | NATIONAL CENTRE FOR AGRICULTURAL MECHANIZATION | ILORIN, KWARA STATE

JUL 2013 – DEC 2013

- Acquired practical knowledge on design and drawing of machines with AutoCAD software.
- Practiced cutting, welding and fabrication of machines at the workshop
- Engaged in soil testing, farm operations, equipment testing, tractor operation and maintenance of Agricultural machineries.

Education

B.ENG. AGRICULTURAL AND BIOSYSTEMS ENGINEERING | UNIVERSITY OF ILORIN

NOV 2010 – SEP 2016

Specialization: Farm Power and Machinery Engineering.

Relevant coursework: Engineering Management; Engineering Economics; Engineering Statistics; Engineering Mathematics.

Undergraduate Project: Design and Construction of a Compact Mechanized Cassava Mash/Garri Sifter (Unpublished)

W.A.S.S.C.E. (O LEVEL) | GOODNESS ROYAL COLLEGE, OFFA | SEP 2003 – JUL 2009

- Credit in all 9 subjects including English Language, Mathematics and core Science Subjects

Technical Skills

- **Network Management Tools:** ServiceNow, Affectli, U2020, I-Master, CMS, OWS, Hydromonit.
- **Data Analytics Tools:** Excel, Google Sheet, Power BI, Matplotlib (Python)
- **Design Tools:** Adobe Illustrator, Adobe Photoshop, CorelDraw. AutoCAD, ArchiCAD, Revit
- **Online Database Management:** D365
- **Presentation and Editing Tools:** Microsoft Word, PowerPoint, Publisher, Office 365
- **Vocational Skills:** Professional Printing, Electrical Installation, Plumbing, Basic welding, Cutting and Fabrication

Additional Credentials

Certifications

- **5G AND WIRELESS COMMUNICATION FOR BEGINNERS** | JUL 2024
- **ADVANCE DATA ANALYTICS AND RECONCILIATION CERTIFICATE** | JUL 2023

Professional Memberships

- **GRADUATE MEMBER, NIGERIA SOCIETY OF ENGINEERS** | G60465 | JAN 2018

Languages

- Yoruba – Native. Fluent in verbal and writing
- English Language – Official. Professional fluency level in verbal and writing

Volunteering Experience

PAN AFRICAN YOUTH AMBASSADOR ON INTERNET GOVERNANCE (PAYAIG) | SEP 2023

- Volunteer and advocate on the roles of multi-stakeholders in internet development and penetration in Africa.
- Delegate at the Africa Internet Governance Forum Abuja 2023.

SUSTAINABLE DEVELOPMENT GOALS | JAN 2016 – NOV 2017

- Led the SDG Community Development Service group in Garkawa Plateau state to organize over 10 seminars and sensitizations on SDG goals, environmental conservation, public health and safety; reaching over 800 participants.

Hobbies and Interest

Exploring digital trends with key interest in new technologies.

Referees

References available on request