

MOSES ADELOWO

I T S M

PROFILE

As a Microsoft Certified Technology Specialist (MCTS), ITIL V3 certified, and PRINCE2 certified Project Manager, I have been privileged to be exposed to a broad gamut of IT Service Management practices technically, conceptually, working with and, sometimes, leading highly dynamic and motivated global teams. With over 15 years active experience, I have worked with both SMBs and Fortune 500 clients in multi-cultural, follow-the-sun environments.

My background has been focused on helping clients make the best of their IT assets in the areas of human capability and technology utilities optimization. Success at this does not come cheap but with love and passion, it has become a thing of pleasure.

NATIONALITY

German

CONTACT

ADDRESS:
Ansbach, Bavaria
Germany

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+49 162 3737 876

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ms_pro@live.com

LANGUAGE

English (native)
German (very good)

HOBBIES

Tennis, Biking, Traveling,
Reading & writing
Xbox gaming

QUALIFICATIONS

- ❖ PRINCE2
- ❖ ITIL V3 Foundation
- ❖ ITIL V3 Service Operations
- ❖ MCSA
- ❖ MCSE
- ❖ MCTS

SKILLS

- ❖ End-user computing administration
- ❖ VIP and stakeholders' management
- ❖ Active Directory, AAD, O365 & Teams tech consultancy
- ❖ IT Service/project management.
- ❖ team leadership and management
- ❖ Strong interpersonal skill
- ❖ Communication strategy development
- ❖ Process definition & optimization
- ❖ 3rd Level Technical Support
- ❖ Effective service/product negotiation skill
- ❖ Strong project and team's leadership capability
- ❖ Technical documentation and professional presentation
- ❖ IT service operation/transition management and systems integration
- ❖ Product lifecycle management
- ❖ IT cloud governance and service design
- ❖ Vendors / third-party management
- ❖ IT requirement / procurement

WORK EXPERIENCE

- 07/2021 – Today.... AXA Group Operations** (Switzerland and Germany)
- ❖ Plan, design, and implement a new automated M365 Apps update process, in collaboration with Microsoft and internal IT-Infrastructure, using Microsoft Endpoint Configuration Manager/ADR (technical project management).
 - ❖ Internal IT service operation (L1 & L2) QoS improvement via trainings, workshops, and knowledgebase life-cycle management.
 - ❖ Consulting for the operation and further development of Windows 10 releases and new features (Evergreen) using SCCM/MECM.
 - ❖ Consulting for the implementation of security requirements (policies, compliance monitoring, etc.)
 - ❖ Consulting for the integration of new hardware into ecosystem (Image, BIOS, driver, etc.)
 - ❖ Consulting for the integration, maintenance and testing of Microsoft 365 Apps for enterprise (O365 Pro Plus) and Microsoft PowerBi update validation and release management.
 - ❖ Consulting for the system and performance monitoring, analyses, and preventive measures.
 - ❖ Consulting for the ensuring of an effective 3rd level support service.
 - ❖ Consulting for the Collaboration in local and global projects around the Workplace (Modern Workplace – Intune managed).

02/2021 – 06/2021... IT Product/Project Manager, Digital Engineering (Interim)

Jacobs GmbH, Munich/ Würzburg

08/2020 – 12/2020... Technical Project Manager, O365/SaaS global rollout

Helukabel Stuttgart (worldwide)

- ❖ Analysis of all local IT infrastructure, determination of the migration approach, solution design, and coordinate execution of the rollout.
- ❖ IT topology assessment and adaptation of the solution to individual environment of each designated country towards a consolidated single-tenant-multi-forests Azure modeling.
- ❖ In collaboration with HQ infrastructure team, develop a dynamic AD-connect/cloud provisioning design strategy to streamline complexities of some locations' on-premises AD to Azure identity synchronization implementation.
- ❖ Plan, design, and coordinate implementation of several locations emailing systems (Ms. On-premises Exchange and hosted Exchange). and mailboxes migration, using CodeTwo 3rd party tool.
- ❖ Serves as Project/team lead in bringing multi-national stakeholders (and their respective external IT services providers) to work together with internal IT, towards achieving project objectives (using cloud collaboration tools like Microsoft Teams, Azure resource monitoring, Azure Board, DevOps, Planner, and SharePoint for contents management)
- ❖ Develop and implement an effective communication strategy for a better inter-personal relationship among multicultural groups of project stakeholders.
Risk assessment, remediation preparation and documentation of steps to be taken to avert potential ones, and lessons learned in resolving those that occurred.
- ❖ In partnership with external partners and internal IT, work in the planning and designing of a befitting Cloud Governance standard that conforms to the Business' global IT service management (ITSM) strategy.

01.2020 – 06.2020 ... Microsoft Technologies Consultant - SME (Stuttgart)

Präsidium Technik, Logistik Services der Polizei Baden-Württemberg Land

(Baden-Württemberg State Police Department)

NDA

10.2019 – 12.2019...Technical Project Manager, Office 365 & Microsoft Teams Services Implementation

SSI-Schäfer..., Global, Neunkirchen/Remote

- ❖ Conceptualize, design, and manage implementation of Microsoft cloud collaboration technologies across several internal global workstreams.
- ❖ Evaluate critical requirements, adjust cloud policies and other configurations that fulfill business objectives.
- ❖ Project risk assessment and proactive risk-resolution management with data-backed metrics from Azure resource monitoring cloud tools.
- ❖ Serve as the interface between internal corporate IT, various stakeholders, and external project delivery team.
- ❖ Prepare all relevant User manuals and drive adoption of Microsoft Teams and Office 365 productivity suites.
- ❖ Train all stream leads and assist in hands-on, 3rd level support activities like incident, problem, and change management processes.

07.2019 – 09.2019...Project Lead, WebEx to Microsoft Teams Service Transition (Global)

fischer Group, Waldachtal, Baden-Württemberg

- ❖ Plan, design and implement a coordinated multi-national change management process for Teams' rollout, adoption of its WebEx similarities for fischer's HQ and its subsidiaries worldwide (in 33 countries, spread across APAC, EMEA, North and South America).

- ❖ Lead and organize international communication strategy of Teams and its underpinnings' rollout in collaboration with internal IT-infrastructure and service operation international teams.
- ❖ Assembled and developed an effective 74-man strong multi-cultural, international project implementation team.
- ❖ Analyze Azure AD architecture design as it relates to Teams, test new options and tailor or readjust solution to meet business requirements.
- ❖ Prepare all user guides/manuals for the new collaboration service and spearhead all trainings engagement as deem fit.
- ❖ Design and execute a vibrant multi-media training documentation, using Microsoft Stream, SharePoint, OneDrive, and other Office 365 services for content management for all users (in German and English).
- ❖ User account provisioning in an AAD/AD hybrid infrastructure and O365 license management. Successfully delivered project goals and objectives weeks ahead of schedule.

04.2018 – 06.2019 ... Office 365/Azure-AD Consultant (Munich, Erfurt, Erlangen, and Hamburg)

NDA

- ❖ Work as service owner for Ms. Active Directory (on-prem & online) ITSM deliverables (SaaS and IaaS) management oversight
- ❖ Plan and oversee project requirements, feasibility, cloud governance design, dependencies and monitoring model.
- ❖ Office 365 tenants Solution Architect - license management, coordination and monitoring the newly implemented Office 365 Suite (using Azure resource monitoring utilities) and collaboration components (Exchange hybrid, Teams, OneDrive, SharePoint-Online, Yammer, etc.)
- ❖ Onsite technical engineers' operation management as it involves O365 workstreams & HyperCare (rollout tech-support)
- ❖ Act as SPOC and interface between Business and external O365 mailbox migration project team
- ❖ Manage 13-man international team of O365 global country-coordinators, workstreams and 3-man central core-project team's engagement (PMO activities)
- ❖ Establish metrics and benchmarks against industry best practices and promote a culture of continual Office 365 and Cloud IT Service improvement (ITIL standards)
- ❖ Share knowledge on ITSM theory and methodology with management, stakeholders, and technical teams.
- ❖ Review performance of Service Desk activities and ensure Standard Operating Procedures (SOPs) are followed and resolutions documented and/or escalated according to defined SLAs.
- ❖ Support stakeholders and answer their questions in relation to digital-workplace culture change and cloud service design.
- ❖ Contributed to the design and implementation of Azure Active Directory security policies (ADFS, IAM, RBAC, & MFA)
- ❖ In conjunction with Microsoft, performed hands-on 3rd Level Support ticket resolution (Incident, Problem, Change, and Event Management) via ServiceNow, Remedy, Confluence and Jira.
- ❖ Azure Global Admin member responsible for administration and escalated Office 365 and Azure AD resources optimization and management

11/2017 – 03/2018... PRINCE2® Practitioner Certificate in Project Management 2017 (Training)

08/2017 – 11/2017...PRINCE2® Foundation Certificate in Project Management 2017

03/2017 - 07/2017...ITIL® Intermediate Certificate in IT Service Operation

01/2017 – 06/2017... Technical Team Lead

GlaxoSmithKline Pharma and GlaxoSmithKline Consumer Health

- ❖ Charged with coordinating all onsite support engineers' operational activities at both Munich locations and various remote locations in Germany and EU regions.
- ❖ Played a central role in business requirements and design integration by acting as key interface between the business and technical engineers' (5 local and 4 offshore, highly motivated engineers, along with central Service-Line) support teams, in alignment with various process-owners and onsite Infrastructure managers.
- ❖ Lead weekly support-ticketing reviews, managing SLAs and KPIs to improve incident and problem resolution timeline thereby improving the business IT Service Management set metrics.
- ❖ Designed an effective communication strategy between EU's and North America's OS-imaging and support teams for a streamlined new PC deployment for VIPs and high-level stakeholders
- ❖ Served as EU Project team lead for Office 365 rollout activities, including pre- and post-deployment incident, problem lifecycle engagements, and as the point of escalation for process managers, analysts, and customer service requests.
- ❖ As a team player, I also worked hands-on in incident, problem, and hardware lifecycle management, while monitoring and gathering reports of all IT Service management deliverables for the CMDB record.
- ❖ Data-center management via Smart-hands tasks, verify infrastructural configuration details (racking/network patch, power, cabling etc.) for hardware install, tech refresh and/or decommissioning.
- ❖ Maintain inventory and hardware supply chain management from local vendors in collaboration with business process owners.
- ❖ Manage IT induction training by onsite-engineers for New-Starters and hardware reclaim processes from Leavers.
- ❖ Manage business process to execute smart hand operations onsite or as requested by remote GSK support engineers or third-party engineers according to ITIL/ITSM regulated standards.
- ❖ Mobile device management (i.e., iPhone/iPads) and device lifecycle management in liaison with external service providers.

01 – 12/2016...Products Lifecycle Manager (Laptops/Desktops, Servers, and MFPs)

UniCredit Integrated Business Solutions, Munich

- ❖ Perform technical, architectural assessments for tenders and bidding, using internal ERP tools.
- ❖ Definition of hardware classification, testing model and related specification and carry out technical assessments for tenders.
- ❖ Hardware assessment, drivers-testing, and certification by UBIS, in collaboration with device manufacturers (Microsoft, Lenovo, Fujitsu, Toshiba, Hp and Dell).
- ❖ Regular assessment of deliverable technologies in conformity with ITSM methodology.
- ❖ Hardware drivers' integration, pre-release testing and automated release/patches distribution (SCCM).
- ❖ 3rd level technical support activities and tier-3 customer training (onsite and remote).
- ❖ Manage and Coordinate projects and execution validation using Agile methodology.
- ❖ Incidents and problems management via BMC-Remedy/HP Service Manager tools.
- ❖ Assist other global IT teams in implementing modern technical documentation and complex enterprise topology architectural design using Microsoft Visio.
- ❖ Lexmark and Samsung Printers (fleet of MFPs) Support and Lifecycle Management
- ❖ Portfolio management, technology, and vendor assessment, with product stability finalization.
- ❖ Regular assessment of deliverables technologies and provide recommendations to global sourcing team for optimal resources management.

11/2015 – 12/2015...Vacation

05/2015 – 10/2015...Desktop Support Engineer (3rd Level Support)

Freescall Semiconductor (now NXP)

- ❖ Partner with IT leadership, internal requirements experts, and business stakeholders to develop Service Management maturity roadmaps.
- ❖ Office 365 installation, configuration, and administration.
- ❖ Accurately testing, identifying, repairing, resolving, and documenting end user technical issues regarding basic network/desktop support, printers, cell phones, Tablets, and LAN.
- ❖ Troubleshooting and resolving Active Directory Users and Computer issues; reimaging computers/hard drives.
- ❖ IMACD function including installation and decommission of Computers, and Printers.
- ❖ Taking ownership of issues through to resolution on all appropriate requests, using Frontrange DSM and SCCM in release and patch management.
- ❖ Categorize and prioritize end user support requests and service requests by utilizing a ServiceNow system to track tickets and provide up-to-date status and information (ITSM/ITIL v3 standards).
- ❖ Effective Technical content management design and documentation for EMEA Team using SharePoint tools.
- ❖ Performing asset inventory activities as needed. Data backup and recovery with HP Connected backup.
- ❖ Train and mentor staff (including VIPs) in the use of hardware and software.
- ❖ Windows 10 resource testing, maintenance, and administration.
- ❖ Recommends and / or performs upgrades on systems to ensure proper maintenance.
- ❖ Works with procurement staff to purchase hardware and software.
- ❖ Maintain spare parts/ inventory list monthly and coordinate for any disposal requisite.
- ❖ Provide trade show planning and support, setup, test, training, coordination and maintenance of all required workstation and peripheral equipment at the site.
- ❖ Periodic travels to other Freescall EMEA locations (Glasgow & Toulouse) to perform similar and other required services.

02/2015 - 05/2015...IT Associate

Alysium-Tech, Nürnberg

- ❖ 2nd level User Support (Windows OS Installation, Printers Setup and Troubleshooting)
- ❖ Plan, Design and Implement Sales lifecycle Processes using Microsoft Dynamic CRM technology.
- ❖ IT Support Infrastructure Documentation; Incidence and Problem Management in conformity to ITIL Standards
- ❖ Technical Documentation

11/2013 – 12/2014...IT Support Service

Kongsberg Automotive GmbH

- ❖ Support the global Quality Management Team reports-processing operation (content management) in a Microsoft SharePoint Server environment.
- ❖ Design and implement automated reports and approval processes using Custom SharePoint Designer workflow.
- ❖ User support and training.

10/2014 – 11/2014 Desktop Systems Analyst

Frog Design (Munich Studio)

- ❖ Work as Interim Europe IT Manager
- ❖ Mac OSX Yosemite test and rollout
- ❖ Setup, configuration, update and management of Mac OS, Windows 7, 8 and 8.1
- ❖ Create and administer Active Directory Accounts (Users & Computers)
- ❖ Incident and problem management according to ITIL standards
- ❖ Oversee Incident, Problem, Change and Knowledge management processes.

- ❖ Proactively monitor of client machines, servers, peripherals and services using a combination of tools to ensure high availability.
- ❖ Data Center operations management and external service provider operations supervision
- ❖ Maintenance of network identity management, monitoring and system documentation

08/2013 – 10/2013...Information Technology Business Services

Heine Optotechnik GmbH & Co KG

- ❖ Plan and design ITIL-compliant IT service support processes
- ❖ Communicate IT strategic structure development to IT team.
- ❖ Project presentation and enterprise infrastructure documentation
- ❖ Trained and developed IT team's service culture to improve further adoption of ITIL standards.

09/2012 – 01/2013...Technical Manager IT

Coffee GmbH

- ❖ Data backup, documentation, and IT operations improvement
- ❖ Strategic planning and Internal IT services delivery management
- ❖ Clients and servers architectural planning, design, and implementation
- ❖ Ms. Exchange, Lync Server/Clients resources and VPN administration
- ❖ Onsite/Remote Offices Servers/Hyper-V environment analyses and administration
- ❖ Monitoring and providing remote printers support in a Ms. Terminal Print Server Environment.
- ❖ Plan, design and implement Active Directory User & Computer environment and support optimization.
- ❖ Hp and Dell network Printers Installation/ configuration (via Universal Print drivers) in all five Germany-wide branches of the company.

11/2011 – 08/2012... ITIL V3 Certification Training (completed)

10/2009 – 06/20102nd-Level Technical Support

Redcliffe College, Gloucester, England.

- ❖ Windows 7 roll-out & system integration
- ❖ Printers, scanners, and photocopier service support
- ❖ Performed regular software updates and hardware maintenance.
- ❖ Advise on software and hardware architectural design implementation.
- ❖ Diagnose/resolve laptop, desktop software and network connectivity problems.

04/2006 – 06/2009....IT Systems Engineer

Embassy of the Federal Republic of Nigeria, Amman, Jordan

- ❖ Primary adviser, IT Service deliverables chancery
- ❖ Clients PCs upgrade – from Windows XP to Vista.
- ❖ Trained Users on Vista optimal resource utilization.
- ❖ Performed software and custom application Support.
- ❖ Printer hardware assessment, network print design implementation.
- ❖ Designed a system architecture solution that meets chancery requirements.
- ❖ Managed system components (Wireless routers & Access Points) as needed.
- ❖ Tasked with advising the chancery on IT-best practices and technological consumables.

2006 – 2009 IT Consulting Services (Freelance), Amman, Jordan.

Clients

- ❖ Reliance Freight Systems (IT Infrastructure Technical Support Analyst)

- ❖ Silver Planet Apparel (Technical Analyst, Exchange 2000 Installation & Setup)
- ❖ From The Earth (Hardware Procurement, PC installations, router/AP & LAN/W-LAN Setup)
- ❖ Global Professional Training (Technical Support Analyst/Consultant)

Duties

- ❖ Network (LAN/W-LAN) Planning, Design & implementation
- ❖ Plan, install, and configure enterprise print server architecture.
- ❖ Solution out-sourcing as integral part of project deliverables
- ❖ Monitor and optimize messaging system via Microsoft Outlook 2007
- ❖ IT-Project Team-Lead and Principal System Integration Consultant
- ❖ Helped sourced and purchase new PCs, Printers and network components.
- ❖ Restored a crashed Windows Server 2003-based Active Directory network.
- ❖ Resolve technical failures on-site and via telephone and remote connections.
- ❖ Provided technical expertise for application/hardware upgrades and deployment.
- ❖ Solution Architect, Microsoft Active Directory planning, design, and implementation
- ❖ Third-party vendors' management, act as principal contact in IT-related negotiations.

02 - 08/2005 System Administrator (Internship)

Megahertz Communications (Nigerian ISP) Ltd

- ❖ Software and hardware installations and ISP networking packet monitoring
- ❖ Total quality management (staff training and crisis management)
- ❖ Multi-purpose Wireless Network Printers Services
- ❖ Windows XP resources administration in a commercial Internet Café

03/2002 – 11/2004...Operations/Project Manager, IT

Abetech System (Nigeria Consulting) Ltd

- ❖ Presentation of project proposals, sustainability, and cost forecast
- ❖ Advise on project environment feasibility (ISP related)
- ❖ Project Planning & Supervision of Teams of Technicians
- ❖ V-SATs installation, coordination, and technical documentation
- ❖ Analyze infrastructural requirements for the system architecture.

01.2002 – 03.2002... Job-seeker

1998 – 2001...Library Assistant

Punch Newspapers Nigeria Ltd.

- ❖ Editorial Support, Media Research and Library Services
- ❖ Sourcing Books for the Library and information management

EDUCATION

07/2018 – Today... ITIL® Intermediate Certificate in IT Service Design Training

08/2017 – 11/2017...PRINCE2® Foundation certificate in Project Management 2017
The Knowledge Academy, UK.

03/2017 - 07/2017... ITIL Intermediate Certificate in IT Service Operation
The Knowledge Academy, UK.

02/2013 – 12/2014...Training for Microsoft MCITP SharePoint 2010 Certification

08/2011-06/2012.... ITIL Foundation v3 Certificate in ITSM

02/2010 – 07/2011...Microsoft Certified Technology Specialist (MCTS)

10/2010 – 05/2011... German Language Course (The European Language Certificate)
Zertifikat Deutsch Integrationskurs – B1
Berufliche Weiterbildung Sozialagentur (BWS, Schumann), Ansbach, Germany.

09/2009 – 06/2010...Certificate in Intercultural Studies
University of Gloucestershire, Great Britain.

10/2005 – 11/2006...Microsoft Certified Systems Engineer (MCSE)

10/2005 – 09/2006...Microsoft Certified System Administrator (MCSA)

10/2005 – 04/2006...Microsoft Certified Professional (MCP)

11/2004 – 02/2005...Certified Professional in Microsoft Windows 2000 Pro
NIIT - IDM (International Data Management) Certificate,
Lagos, Nigeria.

10/1997 – 08/1998...Diploma in Computing (Applications)
Dan-Geno Computer Training Institute, Shomolu,
Lagos, Nigeria.

09/86 - 06/1992 Junior & Senior Secondary School Certificate
Jibowu High School, Yaba, Lagos, Nigeria.

OTHERS

- ❖ Associate Member British Computer Society (AMBCS).
- ❖ ITIL Professional Membership
- ❖ PRINCE2 Project Management Professionals Membership