

ALAKA ADEKUNLE SUNDAY

Systems Administrator | Microsoft 365 | Azure | Windows Server

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PROFESSIONAL SUMMARY

Microsoft-focused IT professional with hands-on experience managing IT operations and business technology environments, including Microsoft 365 administration, Exchange, mailbox administration, SharePoint, OneDrive, Windows Server, Active Directory, Azure, server monitoring, SQL Server Management Studio and on-premises infrastructure. Experienced in user and access administration, endpoint and server antivirus/security management, backups, network infrastructure, PABX and office landline telephone systems, troubleshooting, vendor coordination and business application support. Also brings practical Microsoft Dynamics NAV and Business Central experience, providing a strong combination of infrastructure and business application knowledge.

CORE SKILLS

Microsoft 365 • Microsoft 365 Admin Center • Exchange / Exchange Online • Mailbox Administration • SharePoint • OneDrive • Windows Server • Active Directory • Microsoft Entra ID / Azure AD • Microsoft Azure • Server Monitoring • SQL Server Management Studio (SSMS) • SQL Server • IIS • Virtual Machines • Endpoint & Server Antivirus • User & Access Administration • Backup & Recovery • IT Operations • PABX & Telephony • Office Landlines • Network Troubleshooting • TCP/IP • VLAN • VPN • Routing & Switching • Firewall Administration • ERP Application Support • Hardware & Software Troubleshooting

PROFESSIONAL EXPERIENCE

Head of IT

Buildwell Plants & Equipment Ltd, Arepo, Ogun State, Nigeria | April 2021 – September 2024

- Managed day-to-day IT operations, Windows Server, Active Directory, Microsoft 365, user accounts and on-premises infrastructure.
- Administered Microsoft 365 services and supported Exchange, mailbox administration, SharePoint and OneDrive for users and business operations.
- Managed user accounts, access rights, permissions and routine Microsoft administration activities.
- Managed and supported antivirus/security protection across servers and user endpoints, including administration and troubleshooting of security-related issues.
- Monitored servers and system availability and supported backup, maintenance and infrastructure health activities.
- Worked with SQL Server and SQL Server Management Studio (SSMS) for database-related administration and support.
- Managed server backup, system availability, network infrastructure and technology support across the organisation.
- Administered and troubleshoot PABX systems, office telephone extensions and landline telephone connectivity.
- Troubleshoot hardware, software, network, PABX, telephone, CCTV and PABX-related issues and supported infrastructure improvement projects.
- Managed IT equipment and software procurement, licensing, cybersecurity controls and vendor coordination.
- Supported ERP infrastructure and application access while coordinating upgrades and planned maintenance to minimise business disruption.

Microsoft Dynamics 365 Business Central Functional Consultant

Sarens Buildwell Plants & Equipment Ltd, Arepo, Ogun State, Nigeria | October 2024 – Present

- Work with technical colleagues on IIS, SQL and application deployment components supporting the on-premises Business Central environment.
- Create users and configure roles and permissions according to job responsibilities and required access.
- Provide functional troubleshooting and user support and collaborate with users on system requirements.
- Support application access and configuration within the Business Central environment.

Microsoft Dynamics NAV Functional Consultant

Buildwell Plants & Equipment Nig. Ltd, Arepo, Ogun State, Nigeria | June 2023 – Present

- Configure users, roles, permission sets, workflows and approval processes.
- Install/configure ERP applications for users, provide usage guidance and troubleshoot user-reported functional issues.
- Collaborate with developers and multidisciplinary teams on interfaces, system expansion and functional improvements.

Business Relationship Manager

Moniepoint | 2024 – Present

- Manage business relationships and support customers with business and financial service needs.
- Engage customers to understand requirements, resolve issues and maintain strong business relationships.
- Coordinate with customers and internal teams to address service requests and ensure timely resolution.

MICROSOFT 365 & CLOUD ADMINISTRATION

- Microsoft 365 administration through Microsoft 365 Admin Center, including user/service administration and access support.
- Exchange / Exchange Online and mailbox administration.
- SharePoint and OneDrive administration/support.
- Microsoft Azure and Microsoft Entra ID / Azure AD exposure.
- User accounts, access rights, permissions and Microsoft service support.

SYSTEMS, SECURITY & INFRASTRUCTURE

- Windows Server and Active Directory administration.
- Server monitoring, system availability, backup and planned maintenance.
- Endpoint and server antivirus/security administration and troubleshooting.
- SQL Server and SQL Server Management Studio (SSMS).
- IIS, Virtual Machines and on-premises infrastructure.
- IT equipment/software procurement, licensing, cybersecurity controls and vendor coordination.

NETWORKING & TELEPHONY

- TCP/IP, VLAN, VPN, routing, switching and firewall administration/troubleshooting.
- PABX administration and troubleshooting, telephone extensions and office landline telephone support.
- Hardware, software, network, CCTV and communications-system troubleshooting.

ERP / APPLICATION SUPPORT

- Microsoft Dynamics 365 Business Central and Microsoft Dynamics NAV.
- ERP application installation/configuration, user support and functional troubleshooting.
- Experience working with technical and multidisciplinary teams on application deployment and infrastructure.

EDUCATION & PROFESSIONAL TRAINING

- Microsoft Azure Solution Architect — GIIT Africa, Lagos | Apr 2023 – Oct 2023.
- CCNA / Cisco Network Administration — DeftRains Solution, Lagos | Apr 2024.
- Microsoft Dynamics 365 Business Central Functional Consultant — Realtech Business Solutions Limited, Lagos | Jun 2024 – Oct 2024.
- BSc Electrical/Electronics Engineering — Olabisi Onabanjo University, Ago-Iwoye.
- National Youth Service Corps (NYSC) — Discharge Certificate.

LANGUAGE

- English — Advanced proficiency (C1).