

HAMID TOLULOPE AINA

IT SUPPORT SPECIALIST | SYSTEM ADMINISTRATION | IT INFRASTRUCTURE

5, Oyebola Street, Off Ogundele Street, Agege, Lagos, Nigeria | +234 913 655 1203 / +234 913 186 9455 |
hameedaina21@gmail.com | linkedin.com/in/hamid-aina-51711925

PROFESSIONAL SUMMARY

Detail-oriented and results-driven IT Support Specialist with 3+ years of professional experience providing technical support, system administration, network troubleshooting, and IT infrastructure maintenance across aviation, healthcare, and business environments. Skilled in Windows and Windows Server administration, Microsoft 365, Active Directory, network configuration, hardware and software troubleshooting, data backup, NAS and storage support, remote technical support, and IT security. Experienced in incident resolution, user and access management, IT documentation, infrastructure projects, and end-user training, with a strong focus on reliable, secure, and efficient IT operations.

CORE SKILLS

- | | | |
|--|---|--|
| • Technical Support & Troubleshooting | • IT Infrastructure & System Maintenance | • Network Configuration & Troubleshooting (LAN/WAN, TCP/IP, DNS, DHCP) |
| • Hardware & Software Installation and Configuration | • Windows 10/11 & Windows Server Administration | • Microsoft 365 Administration & End-User Support |
| • Active Directory & User Account Management | • IT Security & Access Management | • Data Backup, NAS & Storage Management |
| • Network & Wi-Fi Infrastructure Support | • Remote Technical Support & Administration | • IT Asset, Incident & Ticket Management |
| • Printer, UPS & Peripheral Troubleshooting | • Technical Documentation & IT Reporting | • End-User Support & Training |

PROFESSIONAL EXPERIENCE

Overland Airways Ltd – Lagos, Nigeria

IT Support Specialist | Mar 2025 – Present

- Provide first-line technical support to users across hardware, software, operating systems, applications, and network connectivity.
- Configure, deploy, maintain, and troubleshoot desktops, laptops, printers, UPS units, storage devices, and network equipment.
- Support Active Directory and user account administration, including access-related issues and account troubleshooting.
- Provide Microsoft 365 and Outlook support and assist users with productivity and collaboration applications.
- Troubleshoot LAN/WAN and Wi-Fi connectivity, routers, access points, TCP/UDP connectivity, and network-related incidents.
- Support Windows Server, NAS, backup, file storage, and data-management activities, including scheduled backup processes and file synchronization.
- Diagnose hardware and storage faults, coordinate replacement of defective components, and restore affected systems to service.
- Handle IT incidents and service requests through ticketing processes, document resolutions, and provide technical reports and user guidance.
- Support IT security activities including account protection, password/access management, email-security remediation, and security-control implementation.
- Conduct user training sessions and provide technical guidance to improve IT adoption, digital literacy, effective use of IT resources, and policy compliance.
- Assist with IT infrastructure deployments, system upgrades, software rollouts, classroom/meeting technology setup.

Association of Small Business Owners of Nigeria (ASBON) – Lagos, Nigeria

IT Support / Protocol Officer | Dec 2024 – Mar 2025

- Resolved hardware, software, operating system, and internet-connectivity issues for staff.
- Supported staff with day-to-day IT requests and ensured timely resolutions to technical issues.
- Assisted with event technology setup, testing, and troubleshooting to ensure smooth operations.
- Supported strategic meetings by coordinating technical setup and logistics, while creating professional flyers, events graphics, and communication templates for organizational activities.
- Maintained IT systems and supported implementation of security and access controls.
- Prepared user guides, technical documentation, and operational IT reports.
- Provided technical support for virtual meetings, online events, and related IT logistics.

Afriglobal Medicare Ltd – Lagos, Nigeria

NYSC Intern / IT Support Officer | Jun 2023 – Jul 2024

- Installed, configured, maintained, and troubleshoot PCs, printers, scanners, and other IT equipment.
- Provided on-site and remote technical support and resolved user service requests.
- Managed user accounts and access controls to support secure and reliable access to systems and information.
- Conducted user training and provided technical guidance to improve digital literacy and effective use of IT resources.

- Maintained IT equipment records and supported routine system maintenance.
- Supported staff onboarding by configuring computers, user accounts, applications, and required IT resources.

Afriglobal Medicare Ltd – Lagos, Nigeria

IT Network Intern | Nov 2022 – May 2023

- Assisted with monitoring and maintenance of network devices and connectivity.
- Diagnosed network issues and escalated complex incidents to senior engineers.
- Assisted with basic network configuration and testing of network equipment.
- Monitored network performance and reported connectivity issues affecting users.
- Maintained accurate network activity logs and technical documentation.

Afriglobal Medicare Ltd – Lagos, Nigeria

SIWES / IT Intern | Jun 2021 – Dec 2021

- Supported IT project implementation and staff onboarding activities.
- Created technical manuals and documentation for users and IT operations.
- Monitored and inventoried IT equipment and assets.
- Provided basic technical assistance to staff and escalated complex issues to senior IT personnel.
- Assisted in installation, configuration and maintenance of computers and other IT equipment.

God Grace Enterprises – Lagos, Nigeria

Computer Typist | Apr 2017 – Dec 2017

- Typed, formatted, and proofread official documents and supported filing, scanning, and printing operations.
- Maintained an organized filing system and handled documents with confidentiality.
- Performed basic computer troubleshooting and resolved common software issues.
- Installed and configured basic computer applications and peripherals.

EDUCATION

Master of Science (M.Sc.) in Information Technology – National Open University of Nigeria | In View

Bachelor of Science (B.Sc.) in Computer Science – Fountain University, Osogbo | 2018 – 2022

Secondary School Certificate Examination (SSCE) – Anwarul Islam Model College | 2011 – 2017

First School Leaving Certificate (FSLC) – Sure Way Nursery & Primary School | 2003 - 2011

CERTIFICATIONS & TRAINING

- CompTIA Network+ – New Horizons Ltd
- IT Support Helpdesk Fundamentals – Udemy
- Foundations of ITIL 4 for Service Management – Alison
- Diploma in Information Technology Support – Alison
- IT Support Technician Foundations – Alison
- Master Microsoft 365: Essential Skills and Beyond – Alison
- Microsoft Office Training: Word, Excel, PowerPoint & Outlook 2021 – Alison

TECHNICAL PROFICIENCY

Operating Systems: Windows 10/11, Windows Server, Ubuntu/Linux

Networking: LAN/WAN, TCP/IP, DNS, DHCP, IP Configuration, VPN, Router & Wi-Fi Configuration

System Administration: Active Directory, User & Access Management, Windows Server, Microsoft 365

Hardware & Support: PC/Laptop Troubleshooting, Hardware Diagnostics, Printers, Storage Devices, UPS & Peripheral Support

Cloud & Backup: OneDrive, NAS Administration, Robocopy, Backup Scheduling & Data Management

Remote Support: Remote Desktop, TeamViewer, AnyDesk, Dameware, Zoho Assist

IT Service Management: Ticketing Systems, Incident Management, Technical Support & Documentation

Security: Basic Cybersecurity, Access Control, Password & Account Management, Email Security

Productivity: Microsoft Office Suite: Word, Excel, PowerPoint, Outlook & Teams

LANGUAGES

English – Fluent | Yoruba – Fluent | Pidgin – Basic

References

References will be provided upon request.