

JOSHUAR, Korede Onanuga

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Lagos, Nigeria

IT OPERATIONS LEAD / IT OPERATIONS SPECIALIST

Professional Summary

IT Operations Team Lead with experience supporting enterprise technology environments within the financial services sector. Skilled in IT infrastructure, business application administration, SQL-based backend investigations, systems support, vendor coordination, and incident management across multi-location operations.

Experienced in maintaining business-critical platforms, supporting core banking operations, administering cloud-based applications, coordinating website and domain services, and providing end-user support for over 50 employees. Adept at troubleshooting complex technical issues, documenting operational procedures, and working with developers and service providers to ensure secure, reliable, and efficient technology services.

Passionate about operational excellence, process improvement, and leveraging technology to enhance business performance.

Core Skills & Technologies

IT Operations & Infrastructure

- IT Operations Management
- Systems Administration
- Remote Technical Support
- Incident & Problem Management
- Windows Administration
- Network & Internet Troubleshooting
- Hardware Deployment & Maintenance
- IT Asset Management
- Vendor Management

Business Applications

- Gemini Core Banking
- Zoho Forms / Campaigns
- Google Workspace
- Remita / Lidya / Spay
- Microsoft 365
- MyBankStatement
- Credit Bureau Integrations

Database & Reporting

- Microsoft SQL Server
- SQL Querying
- Backend Data Validation
- Operational Reporting
- Data Investigation
- Microsoft Excel
- PowerBI

Web & Hosting

- cPanel
- DNS Management
- SSL Certificate Management
- Domain Administration
- Website Coordination
- Hosting Support

Tools

- VS Code
- AnyDesk (Remote Support Tools)
- Zoom
- 3CX
- Microsoft Azure (Basic)

Security

- MFA Administration
 - Norton Endpoint Security
 - Access Control
 - Backup & Recovery
 - Cybersecurity Basic Practices
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Professional Experience

Direct Bridge Nigeria Limited – Lagos

IT Operations Lead | 2023 – Present

Responsible for ensuring the availability, security, and reliability of technology infrastructure supporting business operations across multiple office locations.

Key Responsibilities & Achievements

- Lead an Operations team providing technical support, infrastructure management, and application support for over 50 employees.
 - Perform SQL-based backend investigations to validate application data, generate operational reports, troubleshoot data inconsistencies, and support software issue resolution.
 - Maintain the availability of mission-critical banking systems, ensuring minimal service disruption through proactive monitoring and structured incident management.
 - Administer enterprise business applications including Zoho Forms, Zoho Campaigns, Microsoft 365, and core banking platforms.
 - Support loan booking, disbursement, transaction processing, dispute resolution, and multi-bank operational activities through technology systems.
 - Coordinate with software developers, hosting providers, payment service providers, and external vendors to resolve infrastructure and application issues.
 - Manage user accounts, permissions, password resets, MFA configuration, and secure access to organizational systems.
 - Coordinate website administration activities including domain management, DNS updates, SSL certificate support, and hosting-related changes.
 - Provide remote and on-site technical support to staff across multiple office locations, resolving hardware, software, network, and application issues.
 - Maintain documentation, operational procedures, and knowledge base articles to improve IT service continuity and simplify future system administration.
 - Manage IT assets including laptops, desktops, networking devices, software licensing, procurement, and lifecycle tracking.
 - Support technology budgeting, vendor evaluations, and operational planning initiatives.
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Delightsome Group of Schools – Osogbo (NYSC)

ICT Officer | 2022 – 2023

- Managed school IT infrastructure, including network setup, data storage, backups, and recovery systems.
- Installed and maintained computer networks and ICT laboratory facilities.

- Trained staff on digital tools, platforms, and IT best practices.
 - Supported website management and digital presence.
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Greatland Konsults – Lagos

Customer Service Officer | 2021 – 2022

- Delivered multi-channel customer support while meeting SLA targets.
 - Educated clients on products and services, improving customer satisfaction and retention.
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Depasa Marine International Ltd – Lagos

Marine Surveyor Intern | 2017 – 2018

- Assisted with vessel software installation and maintenance.
 - Supported marine equipment troubleshooting and technical operations.
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Education

Computer Science -Federal Polytechnic, Ede — 2021

Sail Innovation Lab - Software Development, Lagos – 2023

Additional Information

- **Strengths:** Leadership, problem-solving, communication, time management, teamwork
- **Interests:** Research, technology, community engagement
- **References:** Available on request