

SAMSON IGE AYODEJI

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Technical Support Engineer with over 5 years of experience supporting enterprise infrastructure, Microsoft technologies, hybrid cloud environments, and business-critical applications across manufacturing, telecommunications, and managed services. Skilled in Microsoft Azure, Microsoft 365, Active Directory, Microsoft Entra ID, Windows Server, networking, endpoint management, enterprise applications, and IT service management.

Experienced in technical support, systems administration, application support, incident management, service delivery, and enterprise technology operations. Comfortable working with cross-functional teams, vendors, and business stakeholders to troubleshoot issues, support technology initiatives, improve operational processes, and maintain service continuity.

Additional experience includes hardware and software asset management, identity and access management, software deployment, infrastructure support, technical documentation, PowerShell automation, and project coordination. Willing to travel and relocate as required.

SKILLS & COMPETENCIES

- ❖ **Cloud & Infrastructure:** Microsoft Azure (IaaS), Hybrid Cloud, Azure Virtual Machines, Azure Storage, Azure Networking, Azure Backup, Azure Site Recovery, Terraform, Infrastructure as Code (IaC), Cloud Administration.
- ❖ **Identity, Microsoft 365 & Endpoint Management:** Microsoft Entra ID, Active Directory, IAM, RBAC, Conditional Access, Group Policy, Microsoft 365, Exchange Online, Teams, SharePoint Online, Intune, SCCM, JAMF, Endpoint Management, Device Compliance, Software Deployment, Patch Management.
- ❖ **Systems, Monitoring & Operations:** Windows Server, Windows Enterprise Support, macOS Enterprise Support, Azure Monitor, Log Analytics, System Monitoring, Incident Management, Problem Management, Change Management, Root Cause Analysis, Operational Support, Enterprise Application Support, Production Support, Software Deployment, Application Troubleshooting, Log Analysis.
- ❖ **Networking, Security & Automation:** LAN/WAN, TCP/IP, DNS, DHCP, VPN, Routing, Switching, Wireless Networking, Firewall Administration, Cybersecurity, Endpoint Security, Vulnerability Management, Access Governance, PowerShell, Scripting, Automation.
- ❖ **IT Service Management, Asset Management & Support:** ServiceNow, ITSM, Hardware Asset Management, Software Asset Management, Asset Lifecycle Management, Asset Inventory, Software Deployment, SCCM, Intune, SLA Management, Escalation Management, Service Delivery, Technical Documentation, Technical Support (L2/L3), Enterprise Support, Troubleshooting, Incident Resolution, ITIL, Agile, Scrum, SDLC.

PROFESSIONAL EXPERIENCE

SOLVAY CANADA – TORONTO, ON | JULY 2022 – TILL DATE

Senior IT ENGINEER / Project Coordinator

- Supported Azure and hybrid cloud environments, including Microsoft 365, Microsoft Entra ID, networking, identity services, access management, and enterprise infrastructure.
- Utilized Azure Monitor, Log Analytics, and troubleshooting tools to investigate incidents, analyze system performance, and maintain operational reliability.
- Administered Microsoft Entra ID, Active Directory, RBAC assignments, user provisioning, access controls, and identity lifecycle management.
- Developed PowerShell scripts to automate administrative, operational, and reporting tasks, reducing manual effort by approximately 50% and improving operational efficiency.
- Supported incident, problem, change, and service request management processes while consistently achieving SLA targets and maintaining a customer satisfaction rating above 90%.
- Administered SCCM and Intune for endpoint deployment, software distribution, patch management, configuration management, compliance, and enterprise application deployment.
- Managed the lifecycle of enterprise hardware and software assets, including receiving, tagging, inventory tracking, deployment, reconciliation, replacement, and retirement while maintaining accurate asset records and supporting compliance activities.
- Supported production enterprise applications by investigating incidents, validating system functionality, analyzing logs, coordinating issue resolution with technical teams and vendors, and assisting with application deployments and upgrades.

PROFESSIONAL EXPERIENCE, CONTINUED

CONCENTRIX TECHNOLOGIES – HAMILTON, ON | JANUARY 2019 – JUNE 2022**Technical Support L3 Team Lead**

- Provided L3 support across enterprise Windows and MacOS environments
- Delivered Apple MacOS support including OS, hardware, and application troubleshooting
- Managed endpoint deployment and compliance using Intune and MDM platforms
- Supported Microsoft 365 services (Exchange Online, Teams, SharePoint)
- Performed Active Directory administration including user provisioning, access management, and policy support
- Supported onboarding/offboarding processes and identity lifecycle management
- Delivered advanced troubleshooting for VPN, Wi-Fi, and enterprise connectivity issues
- Automated repetitive support processes using PowerShell, improving incident resolution time
- Supported hardware inventory, software deployment, asset tracking, and endpoint lifecycle activities while maintaining accurate configuration and inventory records.
- Supported business applications and enterprise services in production environments, diagnosing user-reported issues and coordinating resolution through established support processes.

TELEPERFORMANCE – MONTREAL, QB | FEB 2018 – JANUARY 2019**Technical Support L3 Engineer**

- Delivered advanced technical support for enterprise users across network and endpoint environments
- Configured and supported Cisco networking equipment (switches, routers, firewalls)
- Resolved VPN, firewall, and remote access connectivity issues
- Automated repetitive operational tasks using PowerShell
- Supported escalation management and resolution of high-impact incidents
- Worked in structured ITSM environment with incident tracking and SLA adherence.

MTN TELECOMMUNICATIONS – LAGOS, NIGERIA | JANUARY 2013 – NOVEMBER 2016**IT Analyst**

- Designed, supported, and optimized enterprise network infrastructure across large-scale environments
- Managed routers, switches, firewalls, VPN, LAN/WAN systems
- Led network optimization initiatives improving uptime and performance by 20%
- Supported infrastructure troubleshooting and incident resolution
- Ensured compliance with IT governance, policies, and operational standards
- Collaborated with cross-functional teams on system integration and service improvements

EDUCATION

Software Engineering Diploma (Honors) | Canadian Business College, Toronto, ON | 2025

Cloud Computing Bootcamp | Inwayz, Toronto, ON | 2023

Master of Science (MSc) | University of Ibadan, Nigeria | 2017

Bachelor of Science (BSc) | University of Ibadan, Nigeria | 2013

- ITIL Foundation Certified

REFERENCES

- Available on Request