

Emmanuel Folarin

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IT SYSTEM ADMINISTRATOR / SUPPORT SPECIALIST

IT INFRASTRUCTURE > ADMINISTRATOR > MANAGEMENT > TECHNICAL & SUPPORT

Experienced and results-driven IT professional with over 16 years delivering high-level technical support, Microsoft 365 administration, cloud services management, and cybersecurity best practices. Skilled in providing strategic IT guidance, infrastructure deployment, training, and operational support in both healthcare and corporate environments. Known for delivering cost-effective solutions and user-focused support that align with organisational goals.

Skills Summary

Technical IT / Administrator

Microsoft 365 Administration
Windows Server Administration (AD, DNS, DHCP, File Services)
Cloud Server / Azure Management
Identity and Access Management
Desktop and Network Troubleshooting
Email Security (SPF, DKIM, DMARC)
System Patch Management
ERP / CRM Administrator
IT Support (1st to 3rd Line)
IT Asset Management
Router/Switch Management
System Backup & Recovery
DNS Management
Website Development, Hosting and Management

Business & Strategic

IT Project Management
Partner Relationship Management
SLA Management & IT Documentation
Cybersecurity & Compliance
Microsoft License Management
IT Staff & End-User Training (Microsoft 365, Security Awareness)

Career Progression

IT SYSTEMS CONTROL / ADMINISTRATOR

October 2023 – Current

CHOICES HOME FOR CHILDREN - Stockport UK

- 3rd Level Support: Provide advanced technical support for complex IT issues as the final point of escalation.
- CRM Administration: Manage and optimise CRM platforms (ClearCare, Nex-Care) and ensure integration with other business systems.
- System Troubleshooting: Resolve system-related issues promptly to minimise disruption.
- Microsoft 365 Management: Handle support, licensing, vendor coordination, and ensure compliance and cost-efficiency.
- Security & Compliance: Enforce security measures across Microsoft 365 and CRM systems, maintaining regulatory compliance.
- Website & Digital Platform Oversight: Maintain functionality, security, and content for websites, job portals, blogs, and internal applications.
- Application Support & Development: Assist in developing new applications to meet organisational needs.
- IT Policy Management: Develop, review, and update IT policies to ensure data integrity and align with best practices.
- Asset & Device Management: Oversee IT assets, system performance, device provisioning, and technical configurations.

Key Achievements

- Led the successful setup of a 30-seat conference room, deploying Microsoft Teams Rooms Pro with Yealink Meeting Bar devices to enable seamless hybrid collaboration.
- Rebuilt and modernised the organisation's websites and internal blog platforms, enhancing functionality and engagement.
- Implemented a structured IT asset management process, with accurate tracking and documentation of all devices.
- Refurbished over 25 laptops initially marked for disposal, saving the organisation approximately £15,000 within the first month.
- Deployed internet parental protection systems across all Young People (YP) residential homes to ensure safe and controlled web access.
- Installed and configured telephony systems across all residential homes, including setup of directory menus and call routing for efficient communication.
- Managed Microsoft 365 licensing for over 300 users—optimised license allocation based on actual usage and business requirements, reducing operational costs significantly.
- Supported the successful migration to a new, larger office, including full cabling, network infrastructure setup, and system deployment.

3RD LEVEL IT SUPPORT

October 2022 – Jan. 2024

TETHERED NETWORK AFRICA - REMOTE

- Microsoft 365 Tenant Account setup, onboarding clients, Microsoft Licensing management, Clients Microsoft Admin & Azure Portal Management.
- Respond to escalated technical issues from 2nd line teams, vendors, and end-users.
- Troubleshoot and resolve complex problems involving servers, applications, Azure VMs, Cloud OS, network connectivity, and peripherals.
- Collaborate with 1st and 2nd level support teams, providing expert guidance and assisting in the resolution of advanced technical challenges.
- Promote a collaborative support environment to drive efficient problem resolution and continuous improvement.

WEBSITE PROJECT MANAGER

November 2022 – Oct. 2023

MUBB MEDIA LTD - MANCHESTER, UK

- Managed end-to-end delivery of WordPress website projects, ensuring alignment with client goals, timelines, and budgets.
- Led cross-functional collaboration between designers, developers, and content teams for cohesive, high-quality website launches.
- Integrated and configured e-commerce solutions like WooCommerce, optimising user experience and checkout workflows.
- Oversaw hosting, domain, DNS setup, and Office 365 email configuration to support business operations.
- Conducted regular maintenance, updates, and performance optimisation for WordPress and e-commerce sites.
- Communicated effectively with clients, providing clear progress updates and ensuring satisfaction throughout the project lifecycle.

LEAD, IT INFRASTRUCTURE / SYSTEMS CONTROL

November 2022 – Oct. 2023

ETERNA PLC - LAGOS, NIGERIA

- Oversaw the end-to-end management of IT infrastructure across the Head Office Data Centre and 8 regional branches, ensuring system stability, security, and performance.
- Administrator of Microsoft Technology Solutions | Servers | ERP Systems | Azure | Microsoft 365
- Led the deployment and migration of enterprise applications, including transitioning from Sage Pastel to Sage X3, significantly enhancing financial operations and reporting.

- Designed and established regional data centres and centralised storage environments to optimise data management, backup, and disaster recovery processes.
- Migrated legacy on-premises servers to Microsoft Azure, developing a robust hybrid infrastructure to improve scalability, availability, and business continuity.
- Championed the adoption of new technologies, providing hands-on training and support to drive user engagement and operational efficiency.
- Participated in executive meetings to provide insights into emerging technologies, IT investment opportunities, and cybersecurity strategies.
- Implemented a centralised audit and logging system, ensuring traceability of all infrastructure changes and alignment with GDPR and regulatory standards.
- Developed and enforced comprehensive IT policies, security controls, and governance frameworks, strengthening the organisation's security posture.
- Led cross-functional teams and resource planning for two major ERP implementations, delivering projects within scope and timeline.
- Played a key role in deploying a new Asset Management System, improving tracking, lifecycle management, and reporting of IT assets.
- Designed, developed, and maintained the company's corporate website, supporting online presence and communication strategies.

Key Achievements

- Designed and deployed a new enterprise-grade Data Centre, including the setup of core network infrastructure (switches, routers) and Windows Server 2012 R2 for Active Directory, ADRMS, DNS, DHCP, and DC services.
- Successfully deployed Microsoft Exchange Server 2013 and led the migration of users from legacy webmail systems to the new on-premises Exchange environment.
- Spearheaded the migration of over 1,200 mailboxes from Exchange Server 2013 to Microsoft 365, ensuring business continuity and minimal user disruption.
- Led the implementation of Cisco Unified Communications Manager (CUCM) for IP telephony across 240+ desk phones in all branch locations.
- Deployed and configured the Sophos XG Firewall, enhancing enterprise network security and internet access control.
- Project team member on the migration of the organisation's ERP system from Sage Evolution to Sage X3, improving financial management, reporting, and integration.
- Upgraded infrastructure by migrating Windows Server 2012 to Windows Server 2019 and provisioning Azure-based Windows Server instances to enable hybrid cloud capabilities.
- Successfully interconnected 8 regional branches under a unified ISP and network topology, streamlining communication and resource sharing across the organisation.
- Oversaw the development and deployment of three custom mobile applications to manage sales, inventory, and performance across 120+ fuel retail stations nationwide.

HEAD, MICROSOFT SOLUTION DEPLOYMENT

November 2022 – Oct. 2023

IPI SOLUTIONS GROUP - LAGOS NIGERIA.

- Led client onboarding and transition to Microsoft Office 365 services, including Azure AD, Exchange Online, SharePoint Online/Hybrid (2010–2016), Lync Online, Yammer, Office 2016, and Office 365 Pro Plus, ensuring a seamless migration from legacy on-premises or cloud platforms.
- Provided end-to-end onboarding support, including configuration of Exchange Server and Microsoft Configuration Manager, ensuring smooth adoption and user readiness.
- Delivered comprehensive technical support to small business clients across a wide range of Microsoft technologies, resolving complex issues to maintain optimal service delivery and user satisfaction.
- Utilised SNMP and WMI-based tools such as SolarWinds Orion, Network Performance Monitor, Application Monitor, and Web Transaction Monitor to proactively monitor servers and critical applications.

- Investigated and resolved escalated customer complaints, maintaining system stability and high performance through timely interventions and practical solutions.
- Managed 3rd-level support and post-deployment service, ensuring adherence to Service Level Agreements (SLAs) and providing ongoing technical assistance to enterprise clients.
- Consistently ensured exceptional user experience, combining technical expertise with a customer-focused approach to drive satisfaction and adoption.

Education & Certifications

MSC Cybersecurity, University of Bradford (Bradford, BD7 1DP) – 2022 - 2023

BSC Computer Science, Lagos State University (Lagos State, Nigeria.) 2008 – 2012

Microsoft Corporation – Microsoft IT Support Specialist – 2025

Front End Development by META, Coursera (United States.) – 2025

Metropolitan School of Business & Management, UK, Developing & Implementing E-Security Policy 2021

Microsoft Corporation – MCSE, MCSA, – 2013

FlamyTech Limited, Microsoft Windows Server Training (Lagos Nigeria) – 2010

Nevada Technologies, System Repair and PC building (Lagos Nigeria) – 2008

R&D Associates, Desktop Publishing and Data Processing – 2005

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