Emmanuel Folarin

Bolton BL2 5EE United Kingdom.
07405246985   emmanuel.folarin@outook.com

LikedIn Profile www.eofolarin.com

IT SYSTEM ADMINISTRATOR / SUPPORT SPECIALIST
IT INFRASTRUCTURE > ADMINISTRATOR> MANAGEMENT > TECHNICAL & SUPPORT

Highly experienced IT Systems Administrator and Information Systems Specialist with over 16 years of expertise in Microsoft 365 administration, IT infrastructure management, user support, and cybersecurity. Proven track record in delivering reliable IT solutions, managing enterprise systems, and providing exceptional technical support in healthcare, corporate, and remote environments. Adept at aligning technology initiatives with business objectives while ensuring compliance, security, and operational efficiency.

Core Competencies

- Microsoft 365 Administration & License Management
- Windows Server Administration (AD, DNS, DHCP, File Services)
- Information Systems Management & User Support (1st – 3rd Line)
- Identity & Access Management
- Cloud Services (Azure Administration)
- Email Security (SPF, DKIM, DMARC)
- System Backup & Disaster Recovery
- IT Asset & Network Management
- Cybersecurity Compliance & Awareness Training
- CRM & ERP Administration
- Website Development & Management
- Project Management & SLA Management
- Technical Documentation & Policy Development

Career Progression

IT SYSTEMS CONTROL / ADMINISTRATOR   **October 2023 – Current**
CHOICES HOME FOR CHILDREN - Stockport UK

- Provide advanced technical support and act as final escalation point for complex IT issues.
- Administer Microsoft 365 environment, managing licensing, security, and compliance.
- Manage CRM platforms (ClearCare, Nex-Care) and integrate with other business systems.
- Maintain and secure company websites, job portals, and internal applications.
- Develop and update IT policies to ensure data integrity and security.
- Oversee IT asset lifecycle management, device provisioning, and performance optimization.

Key Achievements

- Successfully deployed Microsoft Teams Rooms Pro with Yealink Meeting Bar devices for hybrid collaboration.
- Refurbished over 56 laptops marked for disposal, saving the organisation £25,000 in one month.
- Implemented IT asset tracking system, improving accountability and efficiency.
- Managed Microsoft 365 licensing for 300+ users, aligning allocations with usage and business needs to cut costs.
- Led IT setup for migration to a larger office, delivering full cabling, network infrastructure, and system deployment.
- Implemented parental control features and internet protection systems across all residential homes to safeguard young persons and manage device usage.

Microsoft IT Infrastruture Team lead   **2018 – 2025**

TETHERED NETWORK AFRICA - REMOTE

- Led Microsoft 365 tenant setups, client onboarding, and Azure portal administration.
- Resolved complex technical issues involving servers, applications, and network infrastructure.
- Handled escalations from 2nd line teams, ensuring timely resolution.
- Provided technical leadership and guidance to support teams and clients to enhance operations.
- Created and enforced cybersecurity policies, delivering regular awareness sessions to ensure compliance and reduce risk for both clients and the business.

WEBSITE PROJECT MANAGER   **2022 – 2023**

MUBB MEDIA LTD - MANCHESTER, UK

- Directed end-to-end delivery of website projects, from requirements gathering to launch.
- Configured e-commerce platforms and optimized user experience.
- Managed hosting, DNS, and email configurations to support client operations.
- Coordinated mobile app development projects, ensuring alignment with clients business goals, timelines, and quality standards.
- Oversaw server readiness, procurement, and configuration to meet project requirements.
- Implemented website security measures, including SSL, firewalls, and regular backups to protect client data.
- Provided post-launch maintenance, performance tuning, and user training to ensure long-term site stability.

LEAD, IT INFRASTRUCTURE / SYSTEMS CONTROL   **2013 – 2022**

ETERNA PLC - LAGOS, NIGERIA

- Develop and maintain the organization's IT infrastructure strategy, aligning with business objectives. Plan capacity, scalability, and technology upgrades to meet current and future requirements.
- Oversee administration of enterprise servers, storage systems, virtualization platforms, and cloud infrastructure.
  Manage Windows/Linux server environments, Active Directory, DNS, DHCP, and related core services.
  Implement system monitoring, performance tuning, and patch management.
- Establish backup and disaster recovery strategies.
  Conduct regular testing of business continuity plans.
- Evaluate, select, and manage vendors, service providers, and technology partners.
  Oversee procurement, asset tracking, and lifecycle management of IT equipment.
- Manage and mentor infrastructure and support teams.
  Provide training and knowledge transfer to IT staff and end users.
  Foster a culture of continuous improvement and operational excellence.
- Serve as the escalation point for critical infrastructure issues.
  Perform root cause analysis and implement long-term corrective actions.

Key Achievements

- Designed and deployed an enterprise-grade Data Centre, implementing core network infrastructure (switches, routers) and Windows Server 2012 R2 for AD, ADRMS, DNS, DHCP, and domain controller services.
- Implemented Microsoft Exchange Server 2013 and migrated all users from legacy webmail to the new on-premises environment.
- Led the migration of 1,200+ mailboxes from Exchange Server 2013 to Microsoft 365 with zero downtime.
- Deployed Cisco Unified Communications Manager (CUCM) for IP telephony across 240+ desk phones enterprise-wide.
- Configured and deployed Sophos XG Firewall to strengthen network security and control internet access.

- Contributed to ERP migration from Sage Evolution to Sage X3, enhancing financial processes and system integration.
- Upgraded infrastructure by migrating from Windows Server 2012 to 2019 and provisioning Azure-based instances for hybrid cloud operations.
- Unified 8 regional branches under a single ISP and network topology, improving inter-branch communication and resource sharing.
- Oversaw the delivery of three custom mobile applications for sales, inventory, and performance management across 120+ retail fuel stations.

HEAD, MICROSOFT SOLUTION DEPLOYMENT   **2011 – 2013**
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