Sadiq Abdulai

IT Analyst + Systems Admin

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EXPERIENCE

BMG-The New Music Company — Systems Admin

Los Angeles, CA - October 2023 – Present

- **Desktop & Mobile Device Support:** Provide comprehensive in-person and remote Level 1 and Level 2 support for 150+ users in the LA office, as well as national (Nashville & New York) and international (EU, UK, Australia) teams. Offer white-glove support for executives, high-profile artists, and guests. Troubleshoot laptops, desktops, mobile devices, proprietary applications, and common software. Escalate advanced issues to Berlin team, App support, or Arvato MSP as needed. Efficiently manage service desk tickets via JIRA.
- **Asset Management & Deployment:** Manage asset tagging, provisioning, and deployment using JAMF (Mac/iOS), SilverMonkey (Windows), and RingCentral. Oversee hardware shipment, repairs, and decommissioning processes. Maintain detailed asset records in JIRA.
- **IT Onboarding & Offboarding:** Coordinate IT setup for new hires, including Active Directory accounts, mailboxes, software licenses, and company-specific application access. Provide orientation and training. Manage IT offboarding processes for departing employees.
- **Network Infrastructure Deployment:** Collaborated with Nashville and Berlin teams, vendors, and MSPs to deploy and troubleshoot network devices (routers, switches, firewalls, servers) in the LA office. Enhanced server room organization with improved cable management, labeling, and documentation.
- **Audio/Video & Special Events Support:** Set up and troubleshoot video conferencing systems (Poly, Lifesize), and configure audio/video for high-profile events, presentations, and musical performances. Research and procure necessary equipment. Handle live presentations and audio/video mixing for executives and artists.

Therabody — IT Analyst/Systems Admin

Los Angeles, CA - October 2021 – Present

- Account creation for new hires via Okta (Admin).
- Automates application provisioning and configures Single Sign-On (SSO) for apps in Okta.
- Assigned specific permissions, applications and groups to new hires via Okta.
- Assigned users E3 and E5 licenses via MS 365 admin portal.
- Began orchestrating onboarding sessions with new hires all over the US only after 2 weeks of starting my role.
- Managed endpoint configuration and deployment through JAMF and Microsoft Intune
- Assigned users to specific distribution groups via Google Admin Console.

Languages

JavaScript, HTML, CSS, SQL, C#

Frameworks\Libraries

Bootstrap, React.js & React Native, Node.js, Express.js, JQuery, MongoDB

Cloud Services

AWS: EC2, S3, RDS, VPC, IAM
GitHub Pages

Cloud Platform

AWS RDS, AWS Elastic Beanstalk, Azure Virtual Machines, GitHub Pages

Tools/Software

Visual Studio Code, Sublime Text, Github, CLI, Postman, Office365, Jira, Slack, Google Chrome DevTools, Box, Dropbox, Okta, GAM

Methodologies

Agile software development, SCRUM, Object-Oriented Programming, DRY Functional Programming

Certifications

AWS Solutions Architect – Pending
Full-Stack Web Dev Bootcamp Certification- UCLA Extension

- Managed and assigned support tickets and other requests via Jira.
- Inventory management via Oomnitza.
- Setting up MFA (Okta verify) for users.
- Handled Off-boarding and new hire computer shipments via FedEx.
- Used Jamf Pro to check certain computer details such as OS versions on certain computers, seeing when the user last restarted etc.
- Password management for multiple departments via 1password.
- Slack admin. I was often tasked to create new channels and convert certain users from single-channel guests to full members.
- Assigned users licenses pertaining specific Adobe apps or the creative cloud via Adobe admin portal.
- Conducts interviews to fill open roles on the IT Support team.
- Added new SOPs to our knowledge base in Confluence.
- Helped users gain access to blocked emails/spam via Mimecast admin portal.
- Cleaned up unused licenses/seats and deployed certain Mac applications fleetwide via our MDM(JAMF).
- Worked on various assigned project through Sprint planning via JIRA.
- Engages with vendors to manage license costs and enhance the team's support capabilities.

Strategic Legal Practices (SLP) — *Service Desk/Systems Admin*

Los Angeles, CA - May 2021 – August 2021

- **Office 365 All admin centers, Azure, teams, one drive, compliance, etc.**
-    Account creation for new hires via Active Directory.
-    Limiting access to certain features
-    Email group and distribution management
- **Microsoft Office.**
-    Account creation
-   iManage & BEC Corelate integration
-   Troubleshoot various common issues
- **Azure Directory Sync**
-    Single Sign on (SSO) for multiple applications
-    Modern Authentication management
- **Desktop Central**
-   Provisioned new assets for SLP
-       – Server, Computer, Laptops.
-   Patch management
-   Remote support
- **Adobe Acrobat PRO**
-    License tracking
-    Troubleshooting issues
-   Removal of Licenses on decommissioned computers

- **Website and Domain administration (WordPress/GoDaddy)**
- Update attorney biography profiles on website
- **Cisco and Netgear switches**
- Troubleshoot LAN connection problems.
- Placed in certain offices to increase Ethernet connections.
- **Service Desk**
- Provide support after receiving an email of an issue.
- Handled a migration from GoDaddy Office 365 to Office 365 with the help of 3rd party company called Intermedia.
- **Dell Desktop Hardware**
- General troubleshooting
  - ⊠ Monitor not responding.
  - ⊠ Internet connection
- Provisioning of each Desktop to have all essential applications.
  - ⊠ Microsoft Suite, ProLaw, iManage shortcut, Sage Timeslips, etc

Sweetgreen — *IT Support Specialist*

Los Angeles, CA - November 2018 – December 2019

- – Addressed onsite IT incidents and requests for over 100 employees at the LA corporate office and remotely for all 100+ Sweetgreen restaurants.
- – Managed Salesforce ticketing system by creating/assigning tickets; enforcing service level agreements (SLA); producing reports, resolving user/server escalations, and serving as liaison between vendor, management and end user via telephone, email and in person.
- – Identified persistent problems and recurring failures in the environment and determined resolutions while working with the appropriate Tech teams.
- – Provisioned and maintained workplace directories, permissions, security groups, distribution lists, and accounts via Active Directory, Exchange Management Console, and Office 365 Admin.
- – Software issue resolution and technical support for Windows 7, 10 and Apple macOS; the latest Microsoft, Apple, and Android hardware; Desktops, laptops, phones and tablets.
- – Troubleshot a wide range of corporate office technologies such as VPN, MacOS/Windows computers, printers, Microsoft/Adobe software, mobile devices, Box, GSuite (using, GAM), Okta, JIRA, Slack, Tableau Server, Zoom, Google meet/hangouts, Cisco Meraki.
- – Image, deploy & maintain devices for new hires and existing employees using AirWatch.
- – Created wiki/knowledge base articles and provide suggestions for improving workflow processes.

HelloTech Inc. — *IT Technician*

Los Angeles, CA - July 2018 - Current

Provided a wide range of technical assistance and advice to clients in Los Angeles County.

- Hands-on hardware troubleshooting and set up (PC, MacBook, printers, routers, access points).
  -Software/OS troubleshooting (macOS, Windows, iOS).
  -Network/Wi-Fi setup with ISP consultation and advice for clients.
  -Performed device backups disk cleanups & data transfer.
  -Hardware repair/replacement & remote technical assistance.

EDUCATION

UCLA Extension, Los Angeles CA

Certification in Full Stack Web development.

January 2020 – April 2020

Developed Web applications and projects using HTML, CSS3, Bootstrap, Javascript, jQuery, Node.js, Express, MySQL, MongoDB, Mongoose, REACT

Hartwick College, Oneonta NY

Bachelors of Science, Information Science

August 2013 – May 2017

Relevant Coursework include: Introduction to Computer Science, Data Structures, Object-Oriented Programming & design, Principles of Information and Data Management.