

BUKUNMI EMMANUEL ADEKUNLE

Windows 11 Support & Administration

Ogbomoso, Oyo State, Nigeria | [Phone Number] | adekundebukunmi8@gmail.com

[LinkedIn URL] | [GitHub URL]

PROFESSIONAL SUMMARY

Computer Science student at LAUTECH with hands-on expertise in Windows 11 administration and end-user support. Skilled in OS deployment and imaging (Autopilot, Intune, MDT), advanced troubleshooting (Event Viewer, WinRE, DISM, SFC), and PowerShell automation. Currently pursuing CompTIA A+ and Microsoft MD-102. Seeking an IT Support Technician, Desktop Support, or Junior System Administrator role.

TECHNICAL SKILLS

Windows 11 Administration: Installation, in-place upgrades, imaging, and deployment; Autopilot, Microsoft Intune, MDT; user account and profile management; Group Policy; BitLocker; Windows Update and driver management; printer and peripheral configuration

Troubleshooting & Recovery: Event Viewer, Task Manager, Resource Monitor, Safe Mode, Windows Recovery Environment (WinRE), DISM, SFC, boot repair, performance diagnostics, BSOD analysis

Scripting & Automation: PowerShell (cmdlets, pipelines, scheduled tasks, bulk user and software provisioning), Command Prompt, batch scripting, basic Python

Networking & Endpoint Support: TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting, remote support tools, Active Directory user administration, Microsoft 365 / Entra ID basics

Hardware: Desktop and laptop repair, component replacement, disk imaging and cloning, hardware diagnostics

EXPERIENCE

IT Support Intern | [Company / Organisation Name], [City] | [Month Year] - [Month Year]

- Supported [number] end users across Windows 11 desktops and laptops, resolving hardware, software, and account issues in person and remotely.
- Diagnosed and resolved OS-level faults using Event Viewer, Task Manager, Safe Mode, and WinRE, reducing repeat tickets on recurring issues.
- Automated routine tasks - bulk user creation, software installation, and system health checks - with PowerShell scripts, cutting manual setup time per machine.
- Imaged and deployed Windows 11 workstations using [MDT / Intune / Autopilot], standardising configuration across the fleet.
- Repaired SFC and DISM corruption errors and rebuilt boot configurations to restore unbootable systems without data loss.
- Documented fixes and common issues in a shared knowledge base, giving users faster self-service answers.

PROJECTS

Windows 11 Deployment Home Lab | Personal Project

- Built a virtualised lab (Hyper-V / VMware) to practise Windows 11 imaging and deployment end to end, including Autopilot enrolment and Intune policy configuration.
- Authored PowerShell scripts for bulk local user provisioning, software installation, and automated disk cleanup and health reporting.
- Simulated and resolved common failure scenarios: corrupted system files (SFC/DISM), failed boot (WinRE), driver conflicts, and profile corruption.
- Configured a small Active Directory domain with Group Policy for password, desktop, and update settings.

Endpoint Hardening & Recovery Toolkit | Personal Project

- Assembled a bootable WinRE-based recovery toolkit for offline diagnostics, disk imaging, and system restoration.
- Wrote a PowerShell diagnostic script that collects event log errors, disk health, and startup configuration into a single report for faster triage.

EDUCATION

BSc Computer Science | Ladoke Akintola University of Technology (LAUTECH), Ogbomoso, Oyo State

Expected Graduation: [Month Year] | GPA: [X.XX / 5.00]

Relevant coursework: Operating Systems, Computer Networks, Database Systems, Systems Administration, Data Structures

CERTIFICATIONS

- CompTIA A+ - In Progress** (expected [Month Year])
- Microsoft MD-102: Endpoint Administrator - In Progress** (expected [Month Year])

ADDITIONAL

Languages: English (fluent), Yoruba (native) | Availability: [Immediately / On graduation]