

Tosin Adewole

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IT Support / Service Desk

I'm the person guests come to at Great Wolf Lodge when their room key stops working: I work out what's wrong, check they're authorized in HotSOS, fix it or get it reprogrammed, and stay with them until they're back in their room. I want to do that same first-contact work in IT. I have a Computer Programming diploma from Niagara College (President's Honour Roll), several years supporting a live web platform, and a Windows Server and Active Directory lab where I practise accounts, permissions, Group Policy and troubleshooting.

Technical skills

End-user support: Windows 10/11, Microsoft 365 (Outlook, Teams, OneDrive), password resets and account unlocks, printer and peripheral setup, remote troubleshooting, ticket logging and escalation

Systems and networking: Windows Server 2022, Active Directory (users, groups, OUs), Group Policy, file share and NTFS permissions, Hyper-V, DNS, TCP/IP, ipconfig / ping / nslookup, domain and email DNS records

Tools: osTicket ticketing, PowerShell, n8n automation, SQL basics

Project

Help Desk Lab, Windows Server 2022 and Active Directory | Hyper-V | 2026

- Built a small company network in Hyper-V: a Windows Server 2022 domain controller with DNS, and a Windows 11 Enterprise workstation joined to the domain.
- Set up users, security groups and OUs by department, and gave the help desk group rights to reset passwords without full admin access.
- Created a Finance file share locked to one group, plus Group Policies for drive mapping, password rules and account lockout.
- Recreated and wrote up 10 common tickets, including lockouts, "access denied" on shared folders, DNS failures, new-hire setup and leaver offboarding.

- Wrote PowerShell scripts that create new users in bulk from a CSV, unlock and reset accounts, and pull a quick health report from a user's PC.
- Write-ups, scripts and screenshots: tosinadewole.dev/helpdesk-lab

Experience

House Attendant | Great Wolf Lodge, Niagara Falls, ON | March 2026 – Present

- Fix guest room-access problems with RFID wristband keys: work out whether it's how the band is being used or a faulty key, show guests the right way to use it, and arrange reprogramming when needed.
- Use HotSOS on a handheld device to check guest details and confirm someone is authorized before letting them into a room.
- Act as the first point of contact for guests on the floor: listen, explain the fix in plain terms, and follow the issue through until it's resolved.
- Log and follow up on guest requests across several floors, keeping calm and courteous at busy check-in times.

Co-Founder and Technical Operations | QM Technologies Limited, Nigeria | March 2024 – November 2025

- Investigated problems users reported on QuizMoney, a web-based quiz and payments platform, and traced whether the cause was the app itself, the API, or a third-party service such as the payment provider.
- Resolved issues directly or escalated them to the right vendor, and kept users updated until each one was closed.
- Managed the company's hosting, domains and Zoho business email. When the domain lapsed and email and hosting access went down, found the cause, restored DNS and email, and worked with Vercel support to recover the account.

Sales Representative (Part-time) | Pro-motions, Ontario | August 2024 – June 2025

- Explained products to shoppers face to face and showed them how to use or prepare each one.
- Walked customers through coupon offers: who qualified, how to redeem, and how much they'd save.
- Answered questions and adjusted how I explained things to each person, so they could make their own decision.

Education

Ontario College Diploma, Computer Programming | Niagara College | President's Honour Roll · Niagara Scholar

BSc, Business Administration | National Open University of Nigeria

Additional

Open to on-site, hybrid, evening and weekend shifts · Willing to relocate within Ontario · G2 licence with own vehicle