

Oluwaseun Adeyemi

IT Manager | IT Operations Supervisor | Systems Administrator

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PROFESSIONAL SUMMARY

IT manager with nine years in technology roles and four leading teams at logistics and distribution companies. Runs a seven-person department covering service desk, infrastructure and business applications, owns a seven-figure operating budget and leads SOC 2 and PIPEDA readiness work.

PROFESSIONAL EXPERIENCE

IT Manager

Mar 2022 — Present

Credit River Logistics · Mississauga, ON

- Lead a team of seven across service desk, infrastructure and applications supporting 650 staff in three distribution centres and a head office.
- Prepared and manage an annual IT operating and capital budget, renegotiating carrier, licensing and support contracts to fund a wireless upgrade without extra spend.
- Led the company's first SOC 2 Type II readiness project with an outside auditor, writing access, change and vendor-review controls and passing the audit with no exceptions on IT controls.
- Published monthly service desk reports with response and resolution targets per priority, which leadership now reviews alongside warehouse throughput.

IT Operations Supervisor

Jan 2019 — Feb 2022

Halton Cold Chain Distribution · Burlington, ON

- Supervised four technicians supporting handheld scanners, label printers and warehouse Wi-Fi across two 24-hour facilities.
- Wrote a business continuity plan for the warehouse management system, including a paper fallback that kept shipping moving during a vendor outage.
- Completed a privacy review with legal under PIPEDA, mapping where customer and employee data lived and shortening retention on old shipping records.

Systems Administrator

Jun 2016 — Dec 2018

Peel Valley Wholesale · Brampton, ON

- Administered Windows servers, Active Directory and backups for a 200-person wholesaler and supported its move to a hosted ERP.
- Introduced a simple asset register and laptop refresh cycle, giving finance predictable hardware costs for the first time.

EDUCATION

BComm, Information Technology Management — Lakeshore Metropolitan University

2016

SKILLS

Technical: IT department leadership, Budget planning and forecasting, Vendor and contract management, SOC 2 readiness, PIPEDA compliance, ServiceNow ITSM, SLA reporting, Microsoft 365 and Entra ID, Azure, Warehouse network and scanners, NetSuite ERP support, Business continuity planning, Hiring and coaching

Certifications: ITIL 4 Foundation · Project Management Professional (PMP) · Microsoft Certified: Azure Fundamentals