

Abimbola Victoria Lasode

722, Pierson Street • Flint, MI 48503

CELL PHONE (810)3395989

alasode@umflint.edu

SUMMARY OF QUALIFICATIONS

- »Partnered with banks/IT firms as an application developer / support personnel.
- » Knowledge of programming and web application development using C,C#,HTML,CSS,JS.
- » IT Service Desk Support- provision of first level user support to the customers and maintenance of IT service records of the activities.
- »Provision of support for SWIFT Category 1, 2, and 9 FIN messages (interpretation and investigation of transmission issues).
- »Knowledge of banking applications including Real-time Gross settlement System, Temenos 24, SWIFT Alliance Access.
- »Administration of Microsoft Exchange Management Console (creation of user mailboxes, mail distribution list management, mailbox quota management, etc)

TECHNICAL SKILLS

Highly experienced with hardware and softwares.

- Application softwares including MS Office Suite, VisualStudio.NET, Dreamweaver CS6, MS Office, Windows OS, Linux OS
- Web page design. Familiarity with Macromedia, CSS, HTML.
- Programming languages - Very familiar with C , Visual Basic, .NET, SQL

PROFESSIONAL EXPERIENCE

CENTRAL BANK OF NIGERIA Tafawa Balewa Way, CBD FCT, ABUJA.

APRIL 2013-DECEMBER 2014

Assistant Service Centre Specialist, Service Management Division (IT Department)

- »Receive requests, via the service desk portal, for assistance in resolving IT-related issues and resolves and/or escalates to the appropriate workgroup.
- »Maintain records of the activities of the Service Centre using Service Desk Management system by logging all service requests and following them through to completion via the Standard Operating Procedure.
- »Install and configure new software and hardware for staff of the bank.
- »Configure user mailboxes via Microsoft Exchange Management Console (creation of user mailboxes, mail distribution list management, mailbox quota management, etc)
- »Administer client machines via Microsoft System Centre Configuration Manager (SCCM).
- »Investigation and resolution of SWIFT service-related issues
- »Monitoring of real-time authentication activities on RSA console
- »Investigate and provide resolution on User Access issues on the domain and across the bank's applications.
- »Assist with the analysis of trends, evaluates effectiveness of policies and procedures for problem resolution.
- »Support for the Core Banking Application – Temenos T24.
- »Investigate and provide resolution to interface failures between applications: RTGS, T24 and ERP.
- »Support for Real Time Gross Settlement System (RTGS) SWIFT Category 1, 2, and 9 FIN messages (interpretation and investigation of transmission issues)
- »Investigate and provide resolution to RTSX/S4 business day-related issues (RTGS queuing algorithm, exchange period permission, ILF buy back operation failure).
- »Real-time monitoring of RTGS adapters uptime (SWIFT adapter, T24 adapter, Net adapter)
- »Monitor and analyze RTGS/S4 transactional queuing system.

GRAN-ALTURA LIMITED - OGUDU LAGOS, NIGERIA

FEBRUARY - APRIL 2013

Application Developer - Internship

- »Trained and worked on the Structure, Presentation and Business logic of applications.
- »Designed Web Application/Sites (Grant Management System for Oyo State, NIBSS iCheque, Self-Serve Banking platform) using HTML5, CSS, TwitterBootstrap framework, and PHP.

NOKIA SIEMENS NETWORKS LAGOS, NIGERIA

MARCH - SEPTEMBER 2011

Core Network Engineer - Internship

- »Getting daily fault reports from history files, checking subscriber status, Fault monitoring using alarm displays and history files.
- » Fault clearance using exchange/maintenance documents.
- »Use of exchange documents in executing tasks.
- »Operational Tasks on network elements: Subscriber Administration, Trunk Administration, Call data (AMA) SAVINGS APS saving.
- »Fault monitoring using (Network Monitoring tool) iNMC Eventviewer.
- »Operation and maintenance of network elements on the Net Manager (NetM.)

ECOBANK NIGERIA VICTORIA ISLAND LAGOS, NIGERIA

JANURAY - DECEMBER 2010

IT Applications Support

- »Ecobank IT Service Desk Support- provision of first level user support to the customers and escalation of problems beyond first level assistance.
- »Development of modules on Ecobank Service Manager System
- »Development of banking applications including, Third Party Application on FLEXCUBE ,Card Operations Dispute Tracker, Time Sheet Tracker, Modules on Ecobank Service Manager System.
- »Branch visitation and problem solving.
- »Installation of banking software like salary upload, EPAY for branches
- »Support for banking software such as (Operation/IT Tracker) OPITTRACKER, ECOAPP, FINSCORE.
- »Configuration of Microsoft Outlook for new users.
- »Generation of traffic report for SMS alerts
- »Support and management of CRM (Card Request Manager) server, for producing debit and credit card.

EDUCATION

University of Michigan-Flint, Flint

Master of Science, Computer Science & Information Systems – 2017

Redeemer's University, Nigeria

*Bachelor of Science, Computer Science - 2009.***CERTIFICATIONS**

- Cisco Express Foundation for Field Engineers (CXFF), 2015
- SWIFT Alliance Access/Entry Operator certification, 2014
- ITIL Foundation (2011) [EXIN Corporation], 2013
- Cisco Certified Network Associate (CCNA), 2012

TRAINING

- Operating Alliance Access – SWIFT, 2014
- Managing Alliance Access – SWIFT, 2014
- Microsoft Windows Server 2008 – UGRL Lagos, Nigeria, 2014
- ITIL Foundation (2011) , 2013