

AKIN ADEWALE

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SKILLS AND PROFICIENCIES

Operating Systems: Windows, Linux/Unix

Programming Languages: Java, Shell scripting, C, C#, Assembly, Verilog, SQL, MATLAB, Python, HTML, JavaScript

Software: Eclipse, Git version control (Git, GitHub), Microsoft Office, Microsoft Visual Studio,

EDUCATION AND ACHIEVEMENTS

Honors Bachelor of Engineering in Software Engineering

Expected Graduation: Spring 2021

Lassonde School of Engineering, York University

- **York Entrance Scholarship (\$500)** – Awarded for entrance with honors average

RELEVANT EXPERIENCE

Interactive story creation for visually impaired educators and students

September 2017 - Present

Skills: Git, Java, Debugging, Documentation, Project Management, Test-Driven Development

- Worked as part of a team in creating a program that can create, edit and save scenarios into a txt file that can be simulated with a Treasure Box Braille simulator in java
- Designed all 'Audio Input' program and created over 80% of test cases submitted. Received bonus marks for 'good implementation' of coding
- Prepared professional reports and documentation, designed a user-friendly format and addressed all aspects of the project. Successfully produced top quality work within a limited time frame of 8 weeks and was commended by professor for 'thorough report'

PROFESSIONAL EXPERIENCE

Enterprise Technical Support Analyst

January – Present

Blackberry Limited

- Represented BlackBerry for product specific customer inquiries/support and issues via inbound voice and email interactions, took ownership of cases and brought resolution to customers' issues.
- Provided world class customer support while also assisting with technical consultations and escalations from internal and external partners
- Identified and documented potential software/hardware defects, prepared and managed escalations for approval to Software Development and ensured product improvement
- Collected information and performed advanced troubleshooting as a Subject Matter Expert (SME) of Desktop, Handheld, BlackBerry Internet Service and BlackBerry Enterprise Server inquiries from specialists and associates
- Researched, authorized and reviewed technical documentation and took ownership of correcting issues with respect to processes and documentation
- Fostered open communication within the team and shared knowledge openly

Student Computing Services Support Assistant

May– December 2018

York University Information Technology

- Created, maintained and completed work tickets to ensure that appropriate changes were made to resolve customers' problems.
- Applied computer knowledge and technical skill in helping students in UIT Client Services Computer labs with basic usage of lab computers, printing services and network connectivity

- Exercised problem solving and leadership skills by training new staff on policies and procedures, resolving customer-staff conflicts and conducting informal peer-evaluations to identify points for improvement

Automotive Body Mechanic/ Detailer Trainee

May – September 2017

Hamid Auto Service

- Worked under direction of master body mechanic, rotating through diagnosis and repair of automotive systems and units. Conducted routine service and preventative maintenance.
- Demonstrated talent for quickly and accurately diagnosing mechanical failures and determining corrective actions.
- Advanced through program faster than other trainees by maintaining commitment to continually increasing knowledge and skills.

VOLUNTEER EXPERIENCE

Tech Crew

2014-2017

Redeemed Christin Church of God

- Ensured that All Equipment were functioning properly prior to beginning of service.
- Worked alongside other crew members to tackle problems and resolve them as quickly as possible

General Assistant

Pinecrest Terrace Community House

- Recognized and responded to opportunities for group problem solving.
- Prepared for and actively participated in house activities.
- Observed behavior of community members, assessed its appropriateness, enforced appropriate safety regulations and emergency procedures and applied appropriate behavior-management techniques.

Christmas Volunteer

Cornerstone Housing for Women

- Ensured comfort and satisfaction of occupants in timely manner.
- Prepared and served meals alongside Chef.
- Responded to occupants' requests and complaints in a friendly and respectful manner.

ADDITIONAL SKILLS

- Excellent leadership, teamwork skills and high degree of accuracy with strong attention to detail
- Excellent customer service, communication, decision making, problem solving, and conflict resolution skills
- Compassionate, patient and friendly nature, very reliable, punctual and able to thrive in a fast-paced environment
- A strong team player that is goal oriented, able to multitask, focused and willing to learn