

# OLUBUKOLA ABIONA

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## SUMMARY

Full Stack Web Developer and Technical Support Engineer passionate about developing web applications using HTML, CSS frameworks, JavaScript, Nodejs and React. Proven ability to work in a collaborative environment while staying focused on achieving high quality results under strict deadlines. Skilled in writing readable and maintainable codes. Innovative, strong analytical and problem-solving skills, excellent communications skills and a passion and talent for learning new technologies.

## PROJECTS

**EventTime** | <https://aqueous-plateau-28230.herokuapp.com/>

An event-ticketing application that allows users to search for and save upcoming events New Brunswick.

- *Technologies used:* Handlebars, Javascript, Bootstrap, Node.js, Javascript calendar, Google map API, MySQL.
- *Github repo:* [https://github.com/Buky-js/Event\\_Time](https://github.com/Buky-js/Event_Time)

**Fifa-Fever** | <https://buky-js.github.io/FIFA-Fever/>

A web application that allows a user to view information and video highlights of his favorite teams in the last FIFA World Cup 2022

- *Technologies used:* Javascript, Foundation CSS framework, third-party APIs
- *Github repo:* <https://github.com/Buky-js/FIFA-Fever>

**Weather Dashboard** | <https://buky-js.github.io/Weather-Dashboard/>

A weather dashboard that displays 5-day weather forecast of cities.

- *Technologies used:* HTML, Bootstrap, CSS, JQuery, Javascript
- *Github repo:* <https://github.com/Buky-js/Weather-Dashboard>

## EDUCATION

**Certificate, Full Stack Web Development Course** - UNB, Saint John, NB, Oct 2022 – April 2023

**Postgraduate Certificate, Information Systems** - Anglia Ruskin University, Cambridge, United Kingdom 2019

**BSc., Engineering** - University of Lagos, Lagos, Nigeria

## SKILLS

Javascript · HTML · CSS · Nodejs · MongoDB · Microsoft SQL Server · MySQL · React · Bootstrap · jQuery · Microsoft Azure · Windows Server · Linux · ITIL · SQL · Oracle · PostgreSQL · Internet Information Services (IIS) · Tomcat · TCP/IP · Log Analysis · Network Analysis · Jira · Salesforce.com · Firewalls · SSL ·

## WORK EXPERIENCE

### Senior Technical Support Analyst

*Genesys Cloud Services Corp., Saint John, NB*

July 2021 – Oct 2022

- Interacted with customers to troubleshoot and solve highly complex technical issues with company applications exceeding SLAs
- Collaborated with Engineering and Product teams to fix configuration issues and report software bugs
- Fast-tracked investigations and issue resolution by replicating customer environments in a support lab to troubleshoot and solve issues
- Created and updated KBs upon issue resolution for future reference
- Monitored progress of escalated cases and communicated ticket status to customers in a timely fashion
- Improved software quality by submitting feature requests and providing product feedbacks made by customers

### Technical Support Specialist

*Xplornet Communications, New Brunswick, Canada, Fredericton, NB*

Mar 2021 – May 2021

- Documented and prioritized trouble tickets and technical issues on customer accounts using Salesforce
- Conducted advanced technical troubleshooting with customers calling to resolve concerns related to internet/network connectivity, VOIP phones and email
- Provided high quality customer service within Xplornet's service level and quality guidelines
- Liaised with internal departments to investigate and escalate technical issues as appropriate including Channel Support and Network Operations
- Maintained extensive knowledge of technical troubleshooting for Xplornet products and stayed current on relative technology advancements

## CERTIFICATIONS

Microsoft Certified: Azure Fundamentals

2022

Oracle: SQL Fundamentals

ITIL v3