**OLUBUKOLA ABIONA**

Dieppe NB E1A 6Y6

506-377-5720 · [bukolaabiona17@gmail.com](mailto:bukolaabiona17@gmail.com) · GITHUB: <https://bit.ly/3YPFfIJ> · PORTFOLIO: ttps://bit.ly/3JL4aJe

LINKEDIN: [www.linkedin.com/in/olubukolaabiona](http://www.linkedin.com/in/olubukolaabiona)

**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>

**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

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