



OLUSEGUN AYINLA

IT SUPPORT

CONTACT

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🌐 www.segbosprofile.com

EDUCATION

2011-2017

UNIVERSITY OF IBADAN

- Bachelor of Science in
Psychology

PROFESSIONAL CERTIFICATION

- Google IT Support Professional
Certificate (2017)
- Diploma in IT Support and
Management (Allison) 2018
- Microsoft Certified: Windows 10
- CompTIA A+ Certification (2023)

SKILLS

- Technical Support
- Hardware and Software
Installation
- Help Desk Management
- Time Management
- Leadership
- System Configuration
- Customer Service
- Hardware Maintenance
- Remote Desktop Support
- Troubleshooting

PROFILE

A highly skilled IT Support Specialist with over six years of experience providing technical assistance and support to users in various industries. I'm proficient in diagnosing and resolving hardware, software, and network issues, with a strong focus on customer satisfaction. Expert and competent at deploying, configuring, and maintaining IT systems and infrastructure to ensure seamless operations.

WORK EXPERIENCE

Wema Bank

2020-2021

IT Support Specialist

- Troubleshooting and resolving issues related to hardware, software, and network
- Offering assistance and resolving technical issues for end-users.
- Conducting training sessions for end-users on new systems, software, or technologies.
- Installing and configuring new hardware and software.

IITA

2018-2020

IT Technician

- Installed, configured, and maintained hardware and software for desktops, laptops, and peripherals.
- Provided technical support to users via phone, email, and in-person, troubleshooting issues and resolving tickets in a timely manner.
- Monitor brand consistency across marketing channels and materials.

Pepsi Nigeria

2017-2018

Intern - IT Support

- Assisted IT team in providing technical support to end-users, troubleshooting hardware, software, and network issues.
- Participated in the deployment and configuration of IT systems, including installing operating systems and software applications.

REFERENCE

Available upon request.