



4, Bola Saliu Street, Off Adeniyi Ayeni Street, Ajuwon, Ogun State.



234(0)806-394-5789



jobs4jamiu@gmail.com



<https://www.linkedin.com/in/muritala-jamiu-1a8064105/>



## JAMIU MURITALA

### CAREER SUMMARY:

Diligent support specialist with 3+ years' experience with an enterprise services company. Able to communicate effectively with all levels of management and staff. Proficient analytical and logical troubleshooting skills as well as able to assess and recommend solutions that facilitate IT business processes.

In addition to the above, the delivery of business Key Performance Indicators [KPIs] like customer experience, customer satisfaction/rating, revenue generation and customer service process compliance by customer service agents are very critical to me.

### SCHOOL ATTENDED

 University of Ibadan, Moroundiya, Ibadan, Oyo State.	2017
 Government Day Secondary School, Ilorin, Kwara State	2000-2006

### EDUCATIONAL QUALIFICATION / BACKGROUND


B.Sc in Sociology

West Africa Examination Council (WAEC)

### KEY SKILLS AND COMPETENCIES

Computer programming Languages: – HTML, CSS - SASS, JavaScript.

Databases Management: Basic SQL Server, MySQL

 System & Network Administrators: - Network management & Linux OS and commands.

 Content Management System:- WordPress, Divi and Elementor.

 Professional Graphics Design:- CorelDraw, Photoshop CC & InDesign

## EXPERIENCE

### SYSTEM ADMINISTRATOR, **SOUTHFIELD COMMUNICATIONS**

2014 - 2015

20, Akinremi Street, Anifowoshe,  
Ikeja, Lagos.

### WEB DEVELOPER, **TECHVAULTS TECHNOLOGIES**

2016 - 2018

10A, Ilubirin Estate II, Osborne Phase II  
Ikoyi, Lagos.

### LEAD GRAPHIC ARTIST, **MGP INTEGRATED PRINTING**

2018 - 2019

10, Wole Olateju Crescent, Admiralty Way,  
Lekki Phase I, Lagos.

### VAS CLOUD ENGINEER, **HUAWEI TECHNOLOGIES**

2019 - Aug 2022

Oriental Building, Victoria Island,  
Lagos.

### FRONTEND ENGINEER/ ENGINEERING MANAGER,

### **EXQUIS APP FACTORY (REMOTE)**

Aug 2022 - Till now

Oriental Building, Victoria Island,  
Lagos.

---

## EXPERIENCE **SOUTHFIELD COMMUNICATIONS LTD.**

### **Position:** *IT/VAS Support Engineer*

- Merge image, messaging and call to action into engaging online assets that drive lead generation.
- Design forms, marketing collateral, and client communications as needed
- Apply sound project planning and management disciplines to organize work, flexibly shift priorities, ensure high productivity and maintain a high degree of quality control.
- Possess a strong service orientation and personal skills that enable effective, positive interactions with team members, subject matter experts and highly-technical associates.
- Stay current regarding new web development technologies.
- Deliver on all web development activities related to each client; responsible for carrying out and completing specific projects and duties to support our clients with minimum delay, efficiency and accuracy.
- Meets regularly with the Director of Marketing and reports progress on initiatives regarding web development and client satisfaction.

- Maintaining and administering computer networks and related computing environments including systems software, applications software, hardware, and configurations.
- Performing disaster recovery operations and data backups when required.
- Protecting data, software, and hardware by coordinating, planning and implementing network security measures.
- Troubleshooting, diagnosing and resolving hardware, software, and other network and system problems.
- Replacing faulty network hardware components when required.
- Maintaining, configuring, and monitoring virus protection software and email applications.
- Monitoring network performance to determine if adjustments need to be made.
- Conferring with network users about solving existing system problems.
- Provide Tier 2 and 3 support for internal and external customers
- Provide formal corporate communications on directional changes or changes that will impact existing services
- Select and implement security tools, policies, and procedures in conjunction with the company's security team
- Monitor and maintain all levels of network security internally and externally
- Create and maintain comprehensive documentation for all implemented networks
- Responsible for the management, maintenance and support of server platforms, virtualized environments and system management tools
- Work within a team to provide on call support within the infrastructure services function
- Solid technical background including infrastructure, networks, hardware and systems management.

## **TECHVAULTS TECHNOLOGIES LTD**

**Position:** FRONT END DEVELOPER

### **Job Roles:**

- Perform front-end development design and maintenance for web pages and web applications as needed.
- Possess digital media design expertise and experience in creating outstanding deliverables that incorporate best-in-class marketing and usability principles.
- Create professional digital media that meet high standards for creativity, quality, accuracy, and adhere to brand style guidelines
- Produce quick conceptual sketches for review and translate feedback and direction into results-oriented, polished designs, in a fast-paced and deadline-driven environment.
- Design and build audience-centric, rich media and interactive experiences for web and mobile platforms including static and animated online banner ads, mobile ads and site themes that drive engagement.
- Design creative assets for websites, emails, and social media sites (e.g. Facebook, Twitter, and LinkedIn) as needed to achieve cohesive campaigns and brand experiences.

**Position:** *IT/VAS Support Engineer*

**Job Roles:**

Vas Engineer

Awarded best customer support engineer of the year for outstanding performance in identifying and resolving network-related issue(s) and doing risk analysis for a partner company.

Created the error and traffic reporting for Vas using SQL and Excel resulted in an increase in income.

Mentored few workers to get them up to speed on projects, which resulted in faster total completion goals.

Weekly meetings with the team lead to offer thorough project reports and milestone update.

Created a road map for VAS Cloud Platform, Service Delivery Platform (SDP) and Revenue Share (RS) Platform for MTN Nigeria resulting in system optimization and increase in revenue, with these achievements I was promoted to FO TL (Front Office Engineer Team Lead) for effective monitoring, reporting and other tasks ahead.

Successfully supported the creation of the new user interface (UI) design and coding of new SMSC/USSD i2000 portal design.

Successfully created top notch UI designs with Photoshop CC and CorelDraw in recently released MTN Nigeria bulk SMS portal.

Tracking and closure of ticket(s) within the agreed time of 12hrs for the incident ticket and 24 hours for the request ticket.

---

## HOBBIES

Traveling, Reading, Writing, Surfing the internet

---

## PASSION

Dedication to work and ensuring we meet critical deadlines. Volunteer to take the lead on projects and consistently do more than the minimum. Show management that I am not just working for a paycheck.

---

## REFERENCES

**AVAILABLE ON REQUEST.**

---

## PERSONAL DETAILS

Local Govt. Area:	Offa
State of Origin:	Kwara
Nationality:	Nigerian
Date of Birth:	8th of March, 1991
Sex:	Male
Marital Status:	Married