

'Mibi O. Odunowo

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'Mibi is proficient in addressing areas of need with the new trend of technology & innovative solutions where applicable to current business practices designed to increase expansion. Committed to improving the business productivity and efficiency. Has strong background handling hardware, software, mobile and a vast number of peripherals. Adept in hardware troubleshooting, maintenance and updates.

Notable Highlights

- ✓ Extensive Knowledge of IT procedures and available technology
- ✓ Strong ability to coordinate with external or internal clients
- ✓ Solid understanding of software development lifecycles
- ✓ Ability to meet strict deadlines

Relevant Experience

- Computer Assembly and repair for Nano Technologies, Pune, Maharashtra, India.
- Volunteer computer science fair instructor, Kolhapur, Maharashtra, India.
- Volunteer for the Crime stoppers, Laredo, Texas, USA
- Volunteer at Border and region behavioral health center, Laredo, Texas, USA.
- Systems Technician (contract) at The PharmaCompoundia, Plano, Tx. (03/25/2017-10/28/2017)
- Administrative Assistant to Dr Roger Acey, MGP Biotechnologies, Irvine, Ca. (Present)

PROFESSIONAL EXPERIENCE

Multichoice Telecommunication

07/4/2016-12/22/2016

Systems Analyst

- Provided troubleshooting for internal and external users via the ticketing system
- Collaborated with developers and testers to ensure technical compatibility
- Developing solutions for existing products and systems
- Maintained website data and updates
- Provided support for day to day technical, application support, change control and system updates

Nanotech India

10/15/2014-05/20/2016

Desktop Support/ Field Technician

- Provided support for day to day working of 70+ computers and peripherals
- Member of 8 people team that installed the government servers, computers, printers and peripherals of Maharashtra state, for a project length of 1year.
- Performed hardware and software update and installations
- Fulfilled 100's of queries successfully through the ticketing system daily.

Professionally Completed Initiatives / Skills

Comptia IT Pro webinar series (*proof of participation*), Comptia S+ (*cert obtained*), Active directory, customer support, E-mail, Microsoft office suite, operating system, HTML, SQL, database, Comptia A+ training, Android App development (certificate of completion), web design, Hardware installation, troubleshooting, configuration, Ticketing system (spiceworks, zendesk, service now) Office 365.

EDUCATION

Stanton University, Garden Grove, California, USA (Ongoing-Dec 2019)

Masters of Business Administration

Shivaji University, Kolhapur, Maharashtra, India

Bachelors of Arts, Sociology