|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Victor Oloyede | |  |  | | --- | --- | |  |  | | 336 Beechwood ln Cedar Hill TX 75104   469-734-1247 |  | | victorzemail@gmail.com |  | |

A hard-working and self-sufficient learner, looking to bridge the gap between IT Solutions, Software Development, and Creativity. I want to find a role that facilitates my urge to grow as a Creative and improve my skills in the Information Technology field, where I can grow long-term and influence the people around me. I like my work to speak for itself, and with a background in technology, I can exercise logic to see any project to completion.

# Skills

|  |  |
| --- | --- |
| * Programming: Front-end Web Development: HTML, XML, CSS, JavaScript (React.js, Node.js, JSON), Git version control * Experience on the development side of UI design (utilizing VS Code to create and test User Interface) * Application development and computational languages (Java, SQL, MATLAB) * Skilled technical writer (Documentation and Publishing using Confluence, MadCap software) | * Internal ticketing and project management software (ServiceNow, Microsoft Dynamics CRM, JIRA) * Adept with Microsoft Office applications (including Word, Excel, PowerPoint, Note, Outlook, and more) * Proficient with Google Suite and Google Analytics * Experience parlaying technical jargon to non-technical users with expert proofreading skill |

# Experience

# 2022

# JACOBS Engineering / Executive IT Analyst

# In charge of analyzing IT needs for executive staff, financially and practically. Frequent translation of technical information to nontechnical executives and relaying knowledge between the two with minimal supervision. Constructing proposals to appeal to financial executives to deal with multimillion dollar IT contracts. Writing documentation and knowledgebase articles to create user guides and easy-to-follow technical manuals.

# 2022

# Tyler Technologies / Software Specialist, eSolutions and Ecommerce

# Heavy focus on Technical Writing.

# Responsibilities include utilizing scripting to solve client issues, collaborating with clients to analyze and diagnose problems using automation. Frequent use of Microsoft Dynamics CRM to interact with customers, and frequent use of Confluence to write and publish knowledgebase articles and technical documentation. Employing the use of JIRA for tracing issues and tracking workflow management. Collaborating with team members to most efficiently resolve a problem.

# Developing product expertise and contributing to testing functionality before deployment.

# 2021

# Vira Insight LLC / IT Coordinator

# Primary duties include internal helpdesk ticketing, complex hardware and software troubleshooting, and supporting internal systems such as Epicor, Solidworks, and Adobe and Microsoft Product Suites. Worked in Active Directory to initialize users, allocate permissions, and prepare credentials. Utilized tools such as TeamViewer and Lansweeper for remote troubleshooting and ticketing.

# 2018-2021

# Pyon Tech LLC (MSP) / IT Specialist

# Heavy focus on networking and troubleshooting.

# Involved installing electronic equipment such as televisions and computers, diagnosing and replacing POS equipment for gas stations and restaurants, working with, and assembling computers from scratch, installing PC units, CC pin pads, connecting Cisco VOIP phones, and installing printers. Work also included coordinating with customers to complete projects, setting up accounts within Active Directory, and aiding with technical issues.

# Last project involved doing inventory and installation of computer parts, including network cabling, server building, and setup for Southwest KIA of Rockwall, working with a team of IT engineers to fulfil expectations of store and office, then training new users on software.

# Education

## Computer Science Major / University of Texas at Arlington

## Coursework also included business implementation and economics related studies.

### 05/2017

## High School Diploma / Harmony School of Nature, Dallas

Graduated with 4.0 GPA. Engineering and Computer Science related coursework

**Certifications**

Currently pursuing CompTIA A+ and Microsoft MCSE certifications

**References**

Adewole Ogundere, OG 3PLE LLC (405) 240-8849

Victor Adeyeri, Technology Mentor (214) 407-2485

Hatice Cicek (956) 251-8049