Name: Olatunji, Jamiu Aderemi

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**Profile Summary:**

Highly skilled IT Specialist and Data Analyst with a proven track record in driving efficiency and innovation. With a culmination of 3+ years of experience as an IT Specialist and Business Analyst, I possess a deep understanding of data analysis, technical support, and business processes. I am seeking a challenging role that allows me to utilize my expertise in data-driven decision-making and IT solutions to contribute significantly to organizational success.

**Employment History:**

**February 2022 - March 2023**

**IT Specialist | REOWN (Remote)**

* Provided technical training and support to end-users.
* Assisted in the selection and implementation of new IT hardware and software.
* Conducted bi-monthly system audits to maintain 100% compliance with data security standards.
* Achieved a 95% average resolution rate for escalated technical issues.

**September 2019 - December 2022**

**IT Specialist | Apt Learn (Remote)**

* Acted as the primary point of contact for resolving complex technical issues, providing prompt and effective solutions to ensure minimal downtime.
* Participated in cross-functional projects to integrate IT systems with other departments, fostering seamless data exchange and process automation.
* Streamlined technical support processes, reducing average resolution time by 30% and enhancing user satisfaction.

**January 2019 - July 2022**

**IT Specialist & Business Analyst | GX Megaconcept (Remote)**

* Analyzed customer data and market trends.
* Assisted in the integration of data analytics tools, enabling better decision-making and improved business insights.
* Conducted monthly data audits to ensure data accuracy and integrity, contributing to improved decision-making processes.
* Provided technical support and training to staff.

**Education:**

B.Sc Microbiology | Obafemi Awolowo University, Nigeria | 2013 - 2017

Fundamentals of Technical Support | Google | 2023

B.Sc International Business (Ongoing) | Kajaani University of Applied Sciences, Finland | 2023 - Date

**Competencies:**

Technical Support

Data Analysis

Business Intelligence

Data Visualization

Problem Solving

Communication

Time Management

IT Asset Management

Troubleshooting

Database Management

**Technical Skills:**

Python

SQL

Tableau

ServiceNow

JIRA

Zendesk

Microsoft

TeamViewer

Google Cloud Platform

**References:**

Available upon request