**FESTUS OSAYI**

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**Key Skills**

* Reliable with Strong work ethic along with being punctual
* Exceptional problem solver with the ability to prioritize and coordinate between tasks.
* Proven experience in delivering exceptional customer service and end-user support.
* Excellent communicaton skills, both verbal and written, for effective customer interaction
* Experience with Microsoft 365 (Word, Excel, etc.), Microsoft Exchange, and Active Directory.
* Ability to diagnose network problems, resolve hardware, and sofware issues efficiently

**Education**

**Associate Degree in Computer Science**  **Aug. 2023** *Seneca College* *Toronto, ON*

**Technical Skills**

* **Technical Support Experience**: Technical troubleshooting, Desktop hardware
* **Software**: Microsoft Office Suite**,** Microsoft Exchange, Google Cloud Apps, Active Directory
* **Operating Systems:** Windows OS, Linux, MacOS
* **Networking**: LAN & VPN/Remote Connectivity, TCP/IP
* **Tools/Systems Experience**: Ticketing system, Remote meeting
* **Hardware**: PCs, Laptop, Telephony Systems, Printers, Router, Modems
* **Languages**: JavaScript, Python, C, C++

**Experience**

**Help Desk Technician, (Contract)**  **Aug. 2023 – Dec. 2023** *Fiera Food*  *Toronto, ON*

* Provided technical support related to Windows OS and networking for end users via phone, email, and in-person, utilizing excellent communication skills and a customer-focused approach
* Achieved a 20% decrease in downtime through proactive monitoring, troubleshooting, and optimization efforts, resulting in enhanced productivity and system reliability.
* Managed and resolved hardware and software issues for a team of 50 employees, resulting in improved productivity and efficiency.
* Documented and maintained detailed records of reported incidents and solutions provided with Microsoft Excel, ensuring accurate tracking and resolution of help desk tickets.

**Frontend Developer Intern**  **Nov. 2022 – Jul. 2023** *Allwood Products*  *Vaughan, ON*

* Collaborated with a cross-functional team to implement proactive measures to address quality issues, resulting in a 20% reduction in post-release bug reports
* Participated in the development of front-end applications using Typescript, HTML, CSS, and React to improve the user experience for a client-facing platform with over 20,000 users
* Engaged in agile development processes: meetings, planning, and retrospectives with Jira, Trello, and Teams