



FOLUKE BROWN

SOFTWARE DEVELOPER

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CAREER OBJECTIVE

As a highly motivated Information Technology graduate, I bring a deep passion for software development, strong programming skills in Python and C, and the ability to manage software projects from start to finish. I am dedicated to continuous learning and staying updated with the latest industry trends and technologies. My adaptability, problem-solving mindset, and commitment to quality enable me to excel in dynamic environments. My excellent communication and interpersonal skills foster a productive team environment. I am excited to use my technical expertise and project management skills to tackle challenges and deliver exceptional software solutions.

SKILLS

- Web App Development
- Linux Environments
- Social Media Expertise
- Project Management
- Creativity
- Strategic Thinking
- Attention to Detail
- Adaptability
- Collaboration and Teamwork
- Organization and Planning
- Scripting Languages: C, Python, JavaScript
- HTML, CSS Proficiency
- Microsoft office packages (Word, Excel and PowerPoint)
- Effective Communication
- Leadership
- Problem-Solving
- Time Management
- Decision-Making
- Customer Relationship Management
- Stress Management

EXPERIENCE

■ SOFTWARE ENGINEERING - STUDENT [ALX Africa](#)

Johannesburg, GAUTENG

May 2023 - Present

- Utilized version control systems such as Git to track changes in source code during collaborative development.
- Contributed towards the design of relational database schemas based on business requirements while writing efficient SQL queries for data manipulation tasks.
- Developed strong debugging and troubleshooting skills by resolving complex software issues.
- Developed scripts using Python language for automation processes related to data analysis activities.
- Gained experience in software development life cycle processes including requirements gathering, design, coding, testing and implementation.
- Familiarity with web development technologies and frameworks like HTML and CSS.

- Maintained existing software applications by performing bug fixes, adding additional features or refactoring existing code when required.
- Demonstrated the ability to work independently and collaboratively on projects, contributing to successful outcomes.
- Strong communication and collaboration abilities, effectively contributing within a team-oriented environment.
- Engaged in real-world projects, tackling intricate software challenges such as printf, simple shell, LIFO, FIFO, etc.
- Exposure to experienced industry professionals and mentors providing valuable guidance, support, and career growth insights.
- Demonstrated adeptness in problem-solving and analytical skills, enabling the identification, diagnosis, and resolution of complex software issues.
- Thorough comprehension of software engineering principles, encompassing object-oriented programming, data structures, algorithms, and software design patterns.
- Practical application of contemporary programming languages like C and Python, as well as utilization of frameworks and tools.
- Proficient in designing, creating, and maintaining software applications using established industry tools and methodologies.
- Participation in interdisciplinary teams, fostering collaboration with diverse groups to work on various projects.

■ **IT SUPPORT - INTERN** *Classic Sparkle* Pietermaritzburg, KWAZULU-NATAL

April 2022 - September 2023

- Installed and troubleshoot hardware components such as printers, scanners, and other peripherals.
- Assisted in addressing IT support requests and help desk tickets.
- Demonstrated active participation in fundamental IT support tasks, such as efficiently handling password resets, software troubleshooting, and effectively assisting end-users with common IT issues.
- Diagnosed and resolved network connectivity issues.
- Maintained IT hardware inventory, including computers, servers, and accessories.
- Created, modified, and oversaw user accounts and access permissions, consistently adhering to organizational policies.
- Configured operating systems, software applications, and network settings to ensure optimal performance.
- Diagnosed and resolved complex system issues in a timely manner.
- Collaborated in the setup and configuration of computer hardware, software, and peripherals for new employees and system upgrades, contributing to a seamless onboarding process.
- Data recovery in the event of data loss or hardware failures.
- Educated users about common security threats and preventive measures.
- Actively participated in the implementation of software updates and patches, ensuring the continuous currency and security of all systems.
- Monitored of equipment, warranties, and replacements.

Achievements

- I achieved a 12% reduction in the average response time to IT support requests within the first quarter of the internship, improving overall user satisfaction.
- The first-call resolution rate was improved from 65% to 70% by implementing better troubleshooting techniques and providing comprehensive solutions during initial user interactions.
- Updated and refined documentation processes, resulting in a 20% decrease in documentation errors and an overall improvement in the accuracy and usability of knowledge base articles.
- Conducted security awareness training sessions for employees, resulting in a 4% decrease in security-related incidents and a noticeable increase in overall cybersecurity awareness.

■ TECHNICAL SUPPORT IT - ASSISTANCE HP-Renovs

Pietermaritzburg, KWAZULU-NATAL

February 2020 - March 2021

- Maintained accurate records of client interactions, technical issues, and resolutions, contributing to a comprehensive knowledge base.
- Utilized troubleshooting techniques to identify, analyze and resolve customer issues quickly.
- Communicated complex technical information in a clear and understandable manner to clients, demonstrating strong interpersonal and communication skills.
- Provided technical support for customers via phone, email and chat; responded to customer inquiries promptly and professionally.
- Provided technical assistance and support to clients or end-users, addressing IT-related inquiries, troubleshooting issues, and ensuring a positive customer experience.
- Handled customer complaints and escalated issues according to procedures.
- Diagnosed and resolved technical problems, software glitches, or hardware issues promptly to minimize downtime and disruptions for clients.
- Conducted training sessions or workshops for clients to enhance their understanding of software applications, hardware devices, and IT best practices.

Achievements

- I achieved consistently high customer satisfaction rating of 72%, reflecting excellent client service and support.
- Implemented efficient troubleshooting processes, leading to a 30% reduction in the average time required to resolve technical issues.
- I also enhanced the organization's knowledge base by contributing valuable insights and solutions, resulting in a 7% increase in self-service resolutions by clients.

EDUCATION

- **BACHELOR OF SCIENCE (B.S.) IN INFORMATION TECHNOLOGY**
Richfield Graduate Institute of Technology, Durban, South Africa *August 2023*
- **O-LEVEL IN SSCE**
Flourescent Comprehensive Academy, Lagos State, Nigeria *June 2012*

CERTIFICATIONS

- Programming Hub: C programming Certification course.
- Edx Professional Certificate Introduction-to-python-programming

LANGUAGES

- **English**
Fluent

ADDITIONAL INFORMATION

LinkedIn Link: <http://www.linkedin.com/in/brown-foluke>

Twitter Link: <https://twitter.com/BrownFoluke>

GitHub Link: <https://github.com/FolukeBrown>

PORTFOLIO

<https://github.com/FolukeBrown/>

- simple_shell
- printf
- alx-high_low_programming
- alx-high_level_programming
- alx-system_engineeing_devops