

OLORUNDA AYO ISAAC

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SUMMARY

- Versatile and detail-oriented IT and Billing Analyst with 3+ years of hands-on experience in software support, billing operations, and EMR systems.
- Skilled in troubleshooting application issues, assisting with software testing, and escalating technical problems for resolution.
- Experienced in handling billing processes, payment systems, and client records with a strong focus on accuracy and efficiency.
- Proficient in live streaming technology, system configuration, and supporting internal teams with software rollouts and integrations.
- Demonstrates strong analytical thinking, collaboration across departments, and a commitment to process improvement through technical support.

EDUCATION

Olusegun Agagu University of Science and Technology – Okitipupa, Ondo State, Nigeria **December 2015 – March 2022**
Bachelor of Technology (B.Tech) in Mathematics

KEY ACHIEVEMENTS

- Successfully supported integration and testing of internal applications at **Rjolad Hospital**, contributing to smoother system upgrades and reduced downtime.
- Assisted the IT team in identifying and escalating software issues, leading to quicker bug fixes and improved system reliability.
- Played a vital role in managing **live online services** using vMix at your church, ensuring seamless digital worship experiences for remote audiences.
- Supported device setup, technical troubleshooting, and CRM-related tools at **Danvero Nig Ltd**, improving internal productivity during product rollouts.
- Recognized for taking initiative beyond assigned billing duties by collaborating with technical teams and supporting full-cycle application support projects.

WORK EXPERIENCE

Billing Officer / Application Support Analyst **September 2023 - Present**
R-Jolad Hospital – Gbagada, Lagos State, Nigeria

A healthcare facility specializing in providing quality medical services

- Managed the billing process for patient services, ensuring accurate invoicing and timely collection of payments from both patients and Health Maintenance Organizations (HMOs).
- Monitored outstanding payments and followed up with patients and HMOs to ensure timely settlements of balances.
- Provided detailed breakdowns of medical bills to patients and insurance companies, addressing any inquiries or disputes in a professional and timely manner.
- Interfaced with vendors and internal stakeholders to gather requirements and ensure smooth integrations.
- Ensured compliance with hospital policies, legal regulations, and industry standards for medical billing and insurance procedures.
- Participated in projects involving the integration of new applications into existing EMR systems.
- Documented technical processes and user guides for system changes and upgrades.
- Coordinated software configuration changes and supported end-to-end system lifecycle activities.

Clearing Analyst **August 2022 - July 2023**

Flour Mills of Nigeria, Plc – Apapa, Lagos State, Nigeria

A leading food manufacturing company in Nigeria

- Assisted in the processing and clearance of goods and materials through ports and customs for timely importation.
- Supported the analysis of shipping documents, including bills of lading, commercial invoices, and packing lists to ensure compliance with customs regulations.

- Collaborated with the clearing and logistics teams to ensure the proper handling and timely release of imported goods.
- Coordinated with freight forwarders, clearing agents, and port authorities to resolve issues related to shipments and cargo clearance.
- Monitored and tracked shipments, maintaining accurate records of deliveries and liaising with vendors and transportation partners.
- Analyzed shipping costs and documentation to help optimize the clearing process and reduce delays or unexpected costs.
- Prepared reports on shipment statuses, clearance timelines, and any customs issues or delays for senior managers.
- Assisted in the reconciliation of customs duties and taxes, ensuring all fees were paid on time and accurately recorded.
- Developed and maintained spreadsheets to track the movement of goods and customs transactions.
- Worked alongside senior analysts to provide insights into ways to improve the efficiency of the clearance process.

IT Intern

August 2019 - January 2020

Voice of Nigeria – Ikoyi, Lagos State, Nigeria

The government-owned broadcasting service

- Provided day-to-day support for hardware, software, and network issues across the organization.
- Diagnosed and resolved technical issues on both Windows and macOS systems.
- Supported IT security measures by ensuring antivirus software was up-to-date.
- Assisted in the setup and configuration of network devices, enabling secure remote access for staff.
- Documented IT issues, solutions, and best practices in a shared knowledge base.

VOLUNTEER ACTIVITIES

Media & Technical Support Volunteer

August 2022 - Present

CAC ALASEPE HQ - Ejigbo, Lagos State, Nigeria

- Operate and manage **live streaming** services using **vMix software** for weekly church programs and special events.
- Troubleshoot and resolve **technical issues** involving media equipment, audio systems, and software tools.
- Provide ongoing support for system upgrades, repairs, and technical setup before and during services.
- Collaborate with church leadership to ensure seamless digital media delivery to online audiences.

Software Testing Volunteer (IT Department)

January 2024 - Present

R-Jolad Hospital – Gbagada, Lagos State, Nigeria

- Supported the IT department by assisting with software testing and issue detection for internal applications.
- Escalated technical issues with detailed feedback to enable quick resolution from the development team.
- Contributed to quality assurance efforts during system upgrades and new feature rollouts.

SKILLS

Technical & Functional Support

- Application troubleshooting and end-user support
- Software testing and bug reporting
- ERP system configuration and issue escalation
- Technical documentation and user guides
- System upgrade assistance and performance checks

Tools & Technologies

- vMix live streaming software
- Basic CRM and ERP tools (e.g., internal systems used at Rjolad)
- Microsoft Office Suite (Excel, Word, PowerPoint)
- Windows OS software installation and maintenance

Soft Skills & Collaboration

- Strong communication with cross-functional teams
- Stakeholder engagement and support coordination
- Quick problem-solving and attention to detail
- Team collaboration and ability to work under pressure

INTERESTS

- Exploring new technologies in IT and software support
- Reading technical blogs and personal development books
- Traveling and experiencing new cultures

LANGUAGES

Yoruba- Native

English - Expert