

## JESSE OLATUNDE

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### PROFILE

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Calm and analytical Tech-Savvy Professional with 5+ years, experience covering telecom BSS, software application development, database management, data analysis, programming , networking, graphics designing and hardware. Enthusiastic team player who adapts to working in a fast-paced, multi-culture environment.

### SUMMARY OF QUALIFICATION

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- 5+ years in the telecom industry with strong experience in managing and providing L2/L1 support to core business systems (BSS)
- 5+ years in UI/UX development
- 5+ years working in a Unix(Solaris) environment
- 6+ years in web application development
- 6+ years in PHP technology
- 4+ years in Python technology
- 4+ years in Selenium technology
- 6+ years in HTML/XHTML, CSS, Bootstrap, JavaScript
- 6+ years working with MySQL database
- 6+ years working with Oracle database
- 5+ years' experience in shell scripting
- 5+ years in all major computer design software including Adobe Photoshop, Adobe Illustrator, Adobe Flash, Adobe Fireworks, Adobe Dreamweaver, InDesign, Adobe Light room, Microsoft Visio, and Macromedia Home Site
- Strategic thinker with ability to adapt to new technologies
- Strong root cause analysis skills
- Analytical skill and ability to highlight issues in time
- Proactive, with mindset of continual improvement to ensure productivity improvement, operations efficiency
- Excellent interpersonal and communication skills, detail oriented, a quick learner and team player
- Focused on meeting customer expectation and delivering results

### TECHNICAL SKILLS

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**Database:** MySQL, ORACLE

**Programming Language:** PHP, Shell scripting, Python, Selenium, HTML/XHTML, CSS, Bootstrap, JavaScript

**Framework:** Laravel, Angular JS

**Operating System:** Windows (XP, Vista, 7, 10), Unix/Linux

**Application Software:** Microsoft (Word, PowerPoint, Excel, Outlook), Jira

**Tools:** MobaXterm, Toad, MySQL Workbench, Filezilla, Secure CRT, Putty, Sublime text, Visual Studio Code, Ultra edit, Notepad ++, FTP, SFTP, Putty, WinSCP

**Billing Systems/CRM:** WBS(Wholesales Billing System), Alepo CRM, CSMART (Covalense) CRM, Huawei BES , Huawei TopENG, 24 ONLINE

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## WORK EXPERIENCE

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**Tecnotree**

**Sept 2024 – Till Date**

**Lead TechOps Engineer**

- Wholesales Billing Sytem
- Problems/Issues/Defects Recording and Dissemination
- Diagnostics of Problems/Issues/Defects
- Ownership of Problems/Issues/Defects Ticket until Resolution
- Problems/Issues/Defects Analysis
- Follow-up and Resolve Problems/Issues/Defects within SLA
- Workaround, Corrective Fixes, Removal of Data Errors
- Application Maintenance
- Provide necessary Application log to L3/SME & all required support to diagnose a reported problem
- Regular Reporting on Open/In Progress/Resolved Tickets to Next Level Managers
- Pro-Active Communications (internal and external)

**9Mobile**

**Mar 2023 – Sept 2024**

**CRM Analyst**

- Provide end to end L2 support for billing application
- SIM Provisioning
- Prepaid and Postpaid billing
- Report and processes automation
- Software testing
- Troubleshoot and resolve problems to stabilize and optimize customer networks
- Support changes carried out by interface applications like CRM, Provisioning and Reporting.
- Provide support to Customer Operations team, Internal Users, Revenue Assurance and Business needs
- Analysis of Events / Renewals/ Service/System in error, provide work around solutions
- Technical specialist for resolving all complex & critical application issues/ challenges faced by the team.
- Accountable for meeting & improving SLA & KPIs for the application suite.

**Spectranet Ltd**  
**Billing support Engineer**

**Aug 2020 – 2023**

- Provide end to end L2 support for billing application
- Develop WEB Applications
- Report and processes automation
- Software testing
- KYC mobile application support
- Troubleshoot and resolve problems to stabilize and optimize customer networks
- Support changes carried out by interface applications like CRM, Provisioning and Reporting.
- Provide support to Customer Operations team, Internal Users, Revenue Assurance and Business needs
- Analysis of Events / Renewals/ Service/System in error, provide work around solutions
- Technical specialist for resolving all complex & critical application issues/ challenges faced by the team.
- Accountable for meeting & improving SLA & KPIs for the application suite.

**Spectranet Ltd**  
**IT support Engineer - NYSC**

**Aug 2019 – Aug2020**

- Generate reports
- Cisco Networking
- CCTV installation and monitoring
- KYC mobile application support
- Hardware

**SOMATECH Computers Ltd**  
**Oct 2017**  
**Hardware Engineer**

**Apr 2017 –**

- Laptop/Desktop Hardware repair
- CCTV installation
- Software Installation

**Achievements**

- Developed outbound lob ticketing web application
- Developed a Lead management web application for the marketing team to manage their leads where they can submit leads, manage leads and send complaints/requests
- Developed NIMC server status display (web application) for IT/activation and customer care team where it fetches NIMC server status and display it.
- Automated reports and processes

- Developed KYC validation web application for the activation team for them to perform their activation processes.
- Automated the monitoring and restarting of the SIM registration portal whenever it stops using shell script.
- Developed a software that fetches NIN of customers that refused to submit their NIN in compliant to NIMC regulation by consuming their endpoints.
- Developed SANJEVINI web application for marketing team which includes sub functions according to their request.
- Developed DYD offer page control web application for the marketing team to have control over their offer
- Developed MBA web applications for management of multi-based account.

### Awards

- Internet Licensing migration Award
- NIN project award

### EDUCATION

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|---|-----------|
| • <b>Olabisi Onabanjo University, Ogun state</b>                          | 2013-2018 |
| B.Sc in Electrical and Computer Engineering<br>Grade – Second class upper |           |
| • <b>Emmanuel Alayande College of Education Model High School, Oyo</b>    | 2010-2013 |
| Senior School Certificate   |           |
| • <b>Victoria International Comprehensive College, Oyo State</b>          | 2007-2010 |
| Junior School Certificate   |           |
| • <b>ST. Michael Catholic Nur/Pry School</b>                              | 2002-2007 |
| First School Leaving Certificate  |           |

### LANGUAGES, ACTIVITIES AND REFERENCE

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Proficient in English speaking and writing  
 Activities include sports (biking), internet surfing, music  
 References contact information ready to provide