



Lawan Idriss

Technical Support Engineer & System Administrator

About Me

Hi there! I'm Lawan Idriss. IT professional with strong background in system administration, technical support and writing. It's not an difficult thing for me to fix complex technical problems, if this sounds like someone you are looking in your team, don't hesitate to contact me.

Age

25

Email

iamlawanidriss@gmail.com

Phone

+2347064541666

Address

630103, Yobe State, Nigeria

Soft & Technical Skills

Communications



Collaboration



Team Work



Python



Linux



Windows



Work Experience

IT Manager at BIITKano

Mar, 2017 - Feb, 2022

Managed to increase internal IT service delivery and customer support efficiency by 40% in two years.

IT Officer at FAOU

June, 2021 - Sep, 2021

Served as an IT project manager conducting system analysis, planning, implementation, and quality assurance in over 5 critical projects such as Office Automation, Business Report Form, and Video Conference system.



Technical Support Engineer at Technipy

Apr, 2018 - Mar, 2020

Implemented a resolutions hub for solving general hardware and software for clients' employees and customers. This resulted in increased client satisfaction by 34% in one and a quarter years.

Education

A vertical timeline graphic on the left side of the page, consisting of a light gray vertical line with three green circular markers. Each marker is connected to a white rectangular box with a thin green border, which contains text about education. The boxes are stacked vertically, with the top box for the Technical Support Certificate, the middle box for Network Engineering, and the bottom box for the IT Support Certificate.

Technical Support Certificate from IBM

2022 - 2022

Debugged a problem that stopped users from taking online courses which reduces users' frustrations by 50%.

Network Engineering from NexGenT

2021 - 2022

Configured, installed, and maintained hardware and software equipment, including routers, switches, and network appliances, while upgrading 100 workstations' operating systems at 2 locations to uphold efficiency.

IT Support Certificate from IBM

2019 - 2020

Designed and developed an email toolkit to enable teams to quickly build mobile-responsive emails and retain visual consistency, leading to time savings of 5+ hours per week.

Contact

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