

LAWAN IDRIS

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PROFESSIONAL EXPERIENCE

BIITKano, Kano, Nigeria IT Manager

Mar 2017 – Feb 2022

- Managed to increase internal IT service delivery and customer support efficiency by 40% in two years.
- Developed an app that increases team communication by more than 20% using Python programming.
- 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.
- Collaborated with 20+ vendors to manage licensing/maintenance agreements and resolve IT-related issues.

FAOU, Tallinn, Estonia IT Officer

Jun 2021 – Sep 2021

- Served as an IT project manager conducting system analysis, planning, implementation, and quality assurance on over 5 critical projects such as Office Automation, Business Report Form, and Video Conference system.
- Expertly performed staff training while supervising the work performance of IT specialists and conducting performance evaluations for a 2-person team, ensuring the standards/quality of human resources/services.
- Engineered customer experience hub that simplifies collecting and analyzing user feedback by 25%.
- Created a generic template for writing documentation and feedback implementation documents.
- Debugged a problem that stopped users from taking online courses, which reduced users' frustrations by 50%.

Technipy, Kano, Nigeria

Apr 2018 – Mar 2020

Support Engineer: Users and Customers

- Implemented a resolution hub for general hardware and software issues for clients' employees and customers. This resulted in increased client satisfaction by 34% in just one and a quarter years.
- Doubled new user acquisition from 10-15 users to 20-25 through the implementation of new marketing strategies focused on online advertising and improving Technipy's web and social media presence.
- Collaborated and built the front-end and back-end server systems using Windows Server and VMware Client.
- Strategically implemented software that managed all sales leads and clients, reducing operations time by 24%.
- Improved personal skills in programming languages like Python, Node.js, Java, and SQL to ease working with a software development team that uses different languages

EDUCATION

NexGenT

Network Engineering

Apr 2021 – Mar 2022

Coursera | IBM

IBM Technical Support

May 2022 – Jul 2022

Coursera | GOOGLE

Information Technology Support

Feb 2019 – Jul 2020

SKILLS

- | | | | |
|--------------------|-------------------------|------------------|------------------|
| • Problem Solving | • System Administration | • Git and GitHub | • SaaS |
| • Python | • Cloud Support | • Salesforce | • Ubuntu Server |
| • Customer Support | • Open-Sources | • Intercom | • Atlassian Jira |
| • Communications | • Operating Systems | • IT Automation | • Bash Scripting |