**Moshood Owolabi**



Nigeria +2349061885309 [moshoodowolabi2020@gmail.com](mailto:moshoodowolabi2020@gmail.com) [www.linkedin.com/in/msolabs](http://www.linkedin.com/in/msolabs)



[www.github.com/msolabs](http://www.github.com/msolabs)

**Professional summary and Objective**

Experienced IT support with a Linux and Dev0ps, technical support, service delivery, and project management. Proficient in recent Windows Operating Systems, Microsoft 365 packages, MS Teams, and service management tools, Automation, Network, Server Migration and Deployment Configuration and System management, Version control system, Containers and Infrastructure, Passionate about data-driven improvement and results-driven solution sand optimizing technical processes for improved user experiences. Proven ability to work with limited supervision, display good judgment, and deliver solutions that meet customer outcomes. And seeking opportunities to apply the Technical and Problem-solving skills in a dynamic organization to make a positive impact across diverse domains.

**Technical SKILLS**

* Proficient in using Windows Operating Systems (recent versions) and Linux (Debian (ubuntu))
* Programming Languages: Python, Bash
* DevOps Tools: Ansible, Docker, Kubernetes, Jenkins, Git, Terraform.
* Cloud Platforms: AWS, Azure
* Agile Methodologies
* Scripting: Shell scripting, Python scripting
* Microsoft 365 packages, Microsoft Office Package, and MS Teams.
* Remote connection and virtual machines and Computer networking
* Software management and Permission, and Package management
* Process management, Resource monitoring, Systems administration and Maintenance, Configuration and Centralized management
* Implementing/managing directory services
* Data management and recovery, IT security, Cryptology/encryption and Network security
* Automation, version control system, Automating Configuration management,
* Server migration and deployment, Container Management and Orchestration
* CI/CD Pipelines, Automating Infrastructure Provision
* Proficient in data extraction, transformation, and loading (etl) processes.
* Skilled in using data analysis tools such as Excel, SPSS, Python, SQL, and data visualization tools like Tableau and Power BI.
* Skilled in using Html, CSS and JavaScript and Content Management System (WordPress)
* Skilled in Troubleshooting and remote support, enhancing user experiences, and improving it operations.
* Proficient in Network Configuration, TCP/IP, LAN/WAN, DNS, DHCP, Routing concepts, VPNs and proxies
* Documentation: Technical writing, knowledge base creation
* Service management tool SCCM (components), Microsoft Exchange Server 2016/Exchange online, Microsoft Active Directory.

**Soft SKILLS**

* Customer Service: Active listening, conflict resolution, empathy.
* Problem-Solving and Critical Thinking
* Business and Domain Knowledge
* Strong interpersonal skills and Excellent Communication
* Proactive and self-motivated
* Team Management and Collaboration
* Time Management
* Effective Presentation and Report Writing
* Continuous Learning and Adaptability
* Emotional Intelligence,

**PROfessional experience**

**Technical Support**

IT Team Lead

Laidors Technology Company September 2022 - present

Lagos State

* Extracted, cleaned, and analyzed IT-related data to identify trends, troubleshoot technical issues, and improve user experiences.
* Developed and maintained ETL processes to ensure data accuracy and support IT reporting and analysis.
* Conducted root cause analysis of technical problems using data-driven approaches.
* Assisted in the optimization of IT operations through data analysis, recommending process improvements, and identifying areas for cost savings.
* Generated reports and dashboards to visualize and communicate key technical insights to IT teams and management.
* Provided technical support to end-users, diagnosing and resolving hardware and software issues.
* Utilized IT service management tools to log, track, and manage technical support requests.
* Assisted in the setup and maintenance of IT systems and networks.
* Supported IT staff in data backup and recovery operations.

**Data Analyst and IT support**

Bamise Medical Centre 2021-2022

Lagos State

* Extracted and analyzed large datasets from electronic health records (EHR) and other healthcare databases to identify trends and insights.
* Developed and maintained ETL processes to ensure data accuracy and consistency for reporting and analysis.
* Conducted statistical analysis to evaluate the effectiveness of healthcare interventions and treatment outcomes.
* Created interactive dashboards and reports using data visualization tools to communicate key findings to healthcare professionals.
* Collaborated with cross-functional teams to define key performance indicators (KPIs) and drive data-driven decision-making.
* Participated in research projects to support evidence-based medicine and clinical trials.
* Managed and cleaned datasets to improve data quality and consistency.
* Contributed to the development of predictive models for patient outcomes and resource allocation.
* Provided technical support to customers, resolving incidents and requests in a timely and efficient manner.
* Worked with colleagues and customers to deliver projects on corporate products and tools.
* Maintained awareness of current developments in technical specialisms and applied this knowledge to improve services and processes.

**EDUCATION**

**Bachelor of Science in Computer Science (InView)**

University of The People, California, USA. (Online Campus) 2021- Ongoing

**HND Science Laboratory Technology 2016-2018**

**ND Science Laboratory Technology 2013-2015**

Kwara State Polytechnic, Ilorin, Kwara State, Nigeria

**CERTIFICATIONS**

* **LINUX/DEVOPS**

Ingryd Academy Jan 2024 – May 2024

Linux, Managing Users And Permission, File System

System Administration And Maintenance

Git And Github

Bash Scripting (Automating Tasks)

Network, Server Migration and Deployment

Automating Configuration Management and Workflows (Ansible)

Container Management and Orchestration (Docker and Kubernetes)

Automating Infrastructure Provisioning (Terraform)

* **IT SUPPORT**

Google It Professional Certificate Jan 2023 – December 2023

Technical Support Fundamental

The Bits and Bytes of Computer Networking

Operating System (Linux and Window Os)

System Administration and It Infrastructure Services

It Security: Defense Against the Digital Dark Arts

* **WEB DEVELOPMENT CERTIFICATION**

UDEMY 2022

Internet, Web Hosting, Html, CSS, Boostrap, Javascript, Jquery, PHP, Mysql And Using Of XAMP And Wamp For Local Hosting.

* **INTENSIVE TRAINING ON DATA SCIENCE**

Nigeria German Center April 2021 – July 2021

Excel, Sql, Power Bi, Python, Report and Presentation

**language**

English