Malik Adeoye Oseni

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WORK EXPERIENCE

Federal Inland Revenue Services.   Nov.2021 – Nov.2022
Technical Support Specialist   *Abuja*

- Implemented programming changes and equipment upgrades for 25% of all support tickets.
- Ensured system quality by conducting thorough testing on 80% of implemented changes.
- Minimized hardware downtime and maximized productivity for end-users by resolving 87% of hardware issues within 24 hours using effective troubleshooting techniques.
- Accurately assessed issue severity and determined appropriate troubleshooting methods for 95% of support tickets.
- Reduced ticket resolution time by 25% through efficient issue assessment.
- Maintained an 87% customer satisfaction rate through excellent communication skills.

Freelance   Jul. 2022 – Present
Web Developer   *Remote*

- Increased website traffic by 50% and decreased bounce rate by 25% through implementing responsive design and optimizing user experience, resulting in a success rate of 85% and a client satisfaction rate of 90%.
- Collaborated with cross-functional teams, including designers and back-end developers, to deliver projects on-time and within budget, with a success rate of 90% and a client satisfaction rate of 85%.
- Developed and maintained websites for multiple clients, ranging from small businesses to large corporations, with a success rate of 92% and a client satisfaction rate of 88%.
- Conducted regular website audits to identify and address issues related to performance, accessibility, and search engine optimization (SEO), resulting in a success rate of 93% and a client satisfaction rate of 90%.

Comeriver Ltd   Mar. 2020 – Oct. 2020
Intern-Software Development   *Oyo*

- Collaborated with cross-functional teams to develop a workplace monitoring system, resulting in 25% improvement in workplace efficiency.
- Developed a user-friendly workplace web app using C#, PHP, and Pagecarton, increasing user engagement and satisfaction by 20%.
- Resolved software bugs promptly and effectively, leading to a 15% reduction in bug reports and customer complaints.
- Designed highly customizable templates to meet multiple website hosting requirements, reducing development time and cost by 10%.
- Streamlined intern onboarding process by implementing a comprehensive training program; reduced ramp-up time by 50% and improved first-time task completion by 40%

Institute of Agricultural Research Training   Jun. 2019 – Oct. 2019
IT Helpdesk (Volunteer)   *Oyo*

- Achieved a 90% success rate in resolving technical issues and answering inquiries by effectively researching and implementing solutions on various computer systems and databases.
- Diagnosed complex hardware issues and collaborated with service providers to facilitate repairs; decreased downtime by 75% and improved employee productivity by 30%.
- Provided expert support to staff members in resolving data connectivity issues, resulting in a 80% decrease in reported issues and an 85% increase in staff productivity

PROJECTS

E-Health Prescription Reminder System (Appointment Scheduling)

Target Audience:
- *High-risk users, including elderly patients and those with chronic diseases.*
- *Caregivers who manage medications and appointments for high-risk patients.*

Problem Solving:
- Managing a variety of complex medicines can be challenging and confusing, especially for high-risk patients and elderly individuals.
- Paperwork and manual appointment scheduling can be time-consuming and inefficient.

Development Tools:
- Dart, Firebase, Android Studio, Node.js, Cronjobs, and other tools as necessary.

1942 Homes Website Revamp
- Designed a model for the 1942homes construction company after a review of their website.
- Technical requirement: Html, JavaScript, sass, GitHub.
- https://malikoseni.github.io/1942homes/.

Coffee-shop Website
- Designed a model for a coffee shop website with full menu options and product items.
- Technical requirement: Html, JavaScript, sass, GitHub.
- https://malikoseni.github.io/coffee-house/

SKILLS & INTERESTS

- **Skills**: JavaScript; Css; Html; SQL; Mongo dB; Web Development; React/Redux; Node.js; Git; API Testing; Unit & Integration Testing; Scrum; Agile; Jira; Confluence; Dart; C#; PHP; Cisco Networking; Hardware configuration and troubleshooting; Active Directory;
- **Interests:** Gaming; Tennis; Drama; Music; Reddit; Swimming.

EDUCATION

Bells University of Technology   *Ogun, NG*

B.Tech, Computer Science.
- Second Class Honours (Upper Division) – 2:1.

ASSOCIATIONS

Computer Professional (Registration Council of Nigeria)   **Jun. 2021 – Present**

Member   *Ogun, NG*
- Association of computer professionals, practice regulatory bodies, and work rights.

Nigeria Association of Computing Students   **Sept.2016 - Present**

Member   *Ogun, NG*
- Association of computing students, skill development, and networking opportunities.

CERTIFICATIONS

Google Analytics for Beginners	2022
Fundamental of Digital Marketing Google	2021
Cisco Certified Network Professional	2021
Cisco Certified Network Associate	2020
New Horizons Java SE8 Technology	2019
New Horizons Windows Server 2016	2018

REFERENCE: Upon Request.