MALIK OSENI

Location: Abuja FCT, NIGERIA.   Phone: +2349072238057   Email:osenimalik03@gmail.com

SKILLS

- Hardware upgrades.
- MS Office proficiency
- Testing and debugging
- MySQL
- Web Development tools (Html, Sass & JavaScript)

- C#
- PHP
- Java
- Windows operating systems
- Quality Assurance

EXPERIENCE

FEDERAL INLAND REVENUE SERVICES
Fct, Nigeria.

Technical Support Specialist   11/2021 to Current

- Disassembled computer systems to troubleshoot and resolve hardware issues.
- Updated and processed programming changes, equipment upgrades and evaluate system quality.
- Assessed issues to determine appropriate troubleshooting methods for remediation.
- Assisted members of staff with various types of technical issues via email, live chat and telephone.
- Walked customers through common phone hardware and software configurations to maximize service functionality.

COMERIVER L.T.D,
Oyo, Nigeria.

Software Developer Intern   03/2020 to 10/2020

- Collaborated with design, product and engineering teams to enhance and develop a workplace monitoring system.
- Developed workplace web app using C#, PHP and Pagecarton.
- Worked closely with development team members to identify and remove software bugs.
- Designed generic templates with configurations to meet multiple website system hosting requirements.
- Attained new position as head of operations for the new interns who joined the team as their supervisor.

INSTITUTE OF AGRICULTURAL RESEARCH TRAINING
Oyo, Nigeria.

IT Help Desk Agent   06/2019 to 10/2019

- Researched issues on various computer systems and databases to determine resolutions to problems and answer inquiries.
- Troubleshot hardware issues and worked with service providers to facilitate repairs for end users.
- Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware.

PROJECTS

1942Homes Banner Website:

- Designed a model for the 1942homes construction company after a review of their website.
- Technical requirement: Html, JavaScript, sass, GitHub.

Coffee House Website:

- Designed a model for a coffee shop website with full menu options and product items.
- Technical requirement: Html, JavaScript, sass, GitHub.

E-HEALTH PRESCRIPTION REMINDER SYSTEM (Appointment Scheduling):
- Technical requirement: Dart, Firebase, Android Studio, Node.js, Cronjobs and other tools.
- Designed to assist high-risk users and geriatrics in managing a variety of complex medicines.
- Designed to reduce paperwork through efficient appointment scheduling.

Proposal of a Hostel Management System On proper Exeat and Hall Attendance Using RFID chips and Biometrics:
- Technical requirement: Java, MySQL, Card-Reader, NetBeans.
- Designed to automate existing system of students' attendance and exeat.
- RFID cards, which could serve multiple purposes in the future, are embedded with students' details.

ACCOMPLISHMENTS

- Top representative in department with customer satisfaction surpassing 25%.
- Consistently maintained high customer satisfaction ratings.
- Built visually rich front-end components.
- My project, E-health prescription reminder systems with appointment scheduling, was presented by me at the College of Natural and Applied Sciences Hybrid International Conference on September 28th, 2021.
- Chief Speaker for my team on our project on implementing RFID chips for student attendance and exeat system.

EDUCATION AND TRAINING

BACHELOR OF TECHNOLOGY: COMPUTER SCIENCE   08/2021
Bells University of Technology, OGUN, NIGERIA
- Second Class Honors (Upper Division), 2:1

LANGUAGES

English: First Language

English: C2

Proficient

WEBSITES, PORTFOLIOS, PROFILES

- https://malikoseni.github.io/resume
- https://malikoseni.github.io/1942homes
- https://malikoseni.github.io/coffee-house/