**Oluwadamilare Moses**

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Fredericton, New Brunswick, E3B 2A7

**PROFESSIONAL SUMMARY**

Results-driven IT professional with over 8 years of experience in technical support, application and software support now focused on building a career in cybersecurity. Proven ability to manage and secure IT environments, troubleshoot complex issues, and implement system improvements. Recently enhanced cybersecurity knowledge through 10Analytics and Google cybersecurity Certificates, gaining hands-on experience in threat analysis, vulnerability scanning, and security compliance. Known for a proactive approach to system integrity, risk mitigation, and cross-functional collaboration. Seeking an entry-level cybersecurity role where I can leverage my IT foundation to protect digital assets and contribute to a strong security posture.

* Application and PC technical support proficiency.
* Passionate business intelligence expert, critical thinker, and ideas-generator, with deep understanding of technical processes and data structure with strong capabilities to make meaningful connection(s) and bridge the gap between data and business needs to drive decision-making.
* Performing against KPI and SLA targets in terms of issue response and resolution times.
* Provide data, write SQL queries for data manipulation and generate/build reports as requested.

**WORK EXPERIENCE**

**Technical Support Representative**

Dependable IT -New Brunswick, Canada Feb 2024 till Date

* Resolve technical issues associated with customer's internet connection, e-mail, cable TV and digital phone
* Attending to basic computer users who require assistance with troubleshooting and fixing internet issues
* Multitask efficiently using several Windows applications simultaneously to verify customer information, determine the root cause of any issue and provide the proper resolution
* Achieve performance goals for call time, accuracy, quality, de-escalation, and customer satisfaction
* Analyze and troubleshoot network connectivity and access problems.
* Provide exceptional customer service and problem solving by responding to inbound calls
* Enter Interaction with customers accurately and escalate according to established procedure

**Technical Support Specialist** Aug 2019 - Jan 2024

Tek Expert -Lagos Nigeria.

* Attending to Microsoft global customer technical issues using Windows Quick Assist software connection to an aligned process within SLAs
* Consult user guides, technical manuals and other documents to research and implement solutions.
* Logging all incoming phone calls, emails and communicator messages into Incident Management database.
* Provide advice and training to users in response to identified difficulties
* Provide business systems, network and Internet support to users in response to identified difficulties
* Attending to customers issues via Rave chat and documentation through Zendesk
* Investigate and resolve general Incidents within scope, adhering to stated KPIs and SLAs
* Act as the primary technical contact, deliver advanced technical troubleshooting and problem-solving solutions for individual customers including issues escalated to highest level of management.
* Collaborate with subject matters experts and escalation managers when additional support is needed.
* Managing critical issues by setting the customers’ expectations, device and implement action plans and professionally communicate to all parties involved
* Act as the advanced technical contact for troubleshooting customers issues.

**Application Support Analyst** Jul 2016 - Jul 2019

Access Bank Plc – Lagos Nigeria

* Watch dashboards or status screens for alerts or abnormal activity.
* Identify application failures, service outages, or unusual latency.
* Flag and report system inefficiencies or errors.
* Support proactive IT maintenance by identifying issues early.
* Receive automated alerts via email
* Log incidents in ITSM tools like ServiceNow
* Ensure monitoring dashboards are up-to-date and functional.
* Escalate to appropriate development, infrastructure, or support teams.
* Communicate any ongoing or resolved issues during shift changes.

**Service Desk Analyst** Jun 2014 - Jul 2016

Access Bank Plc – Lagos Nigeria

* Acting as a single point of contact for phone calls and emails from clients regarding IT issues
* SQL scripting and analysis
* Conducting data cleansing, integrity checking, updating system documentation and relevant procedures.
* Access all issues logged on the service desk application
* Treating users’ requests within stipulated SLAs
* Provision of financial data to support Management and Financial Reporting
* Assigning of requests to appropriate units on the service desk
* Update and treat all request assigned to me on the service desk within SLA.
* Provide First level support/advise to all IT Issues.
* Monitor and maintain various application status and networks.
* Database querying on MySQL Server
* Coding of system data and ensured that all system-related reporting issues were resolved promptly
* Enters Incident information accurately and escalate according to established procedure
* Logging all incoming phone calls, emails and communicator messages into Incident Management database

**EDUCATION**

**Bachelor of Science Computer Science** Jan 2015 - Mar 2019

National Open University of Nigeria • Lagos, Nigeria

**Diploma Computer Science** Jan 2011 - Sep 2013

Lagos state polytechnic • Lagos, Nigeria

**SKILLS**

**Professional Skills**

* Communication
* Building Relationships
* Time Management
* Attention to details
* Efficient interpersonal skills
* Excellent oral communication
* Excellent Written Communication
* Flexibility

**Technical Skills**

* Microsoft Office365 Support
* Application and Software Support
* Database Analyst SQL programming
* Windows PC Technical Support
* Customer Service
* ITIL processes Knowledge
* Troubleshooting
* IT Hardware Support
* Incident Management
* Software Installation
* Strong Knowledge of Internet and Network issues

**PROFESSIONAL CREDENTIALS**

* Google Cybersecurity Professional Certificate
* Microsoft Office365 Certified Technical Support Advocate
* Google IT Support Professional Certificate
* Microsoft 365 Fundamentals Certificate
* Office Administrative staff Training
* SQL Server Queries
* Time Management Certificate