OLUWANIFESIMI AYOMIDE OLUBUNMI.

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PROFESSIONAL SUMMARY

An experienced Junior IT Support Specialist with experience in fast-paced, high-compliance environments. Proven ability to support enterprise systems, manage IT assets and ensure high system uptime. I am known for my strong work ethic, problem-solving skills and collaborative mindset. My adaptability makes me well suited for settings requiring secure, user-first technology support.

WORK EXPERIENCE

Junior End User Technology Engineer (EUT) | MainOne, solutions by Equinix.
October 2024 – February 2025

- Delivered Tier 1 & 2 IT support for a global workforce, troubleshooting hardware, software, network and cloud-based issues to maintain a 99% system uptime across relevant systems.
- Supported secure access and provisioning of 500+ devices using Microsoft Intune, SSCM and Autopilot reducing provisioning time by 40%.
- Configured secure Zoom room setups for seamless video conferencing and telephony for remote collaboration across multiple office locations.
- Managed AMAG physical access systems aligned with compliance protocols similar to PHIPA/HIPAA
- Supported system integration during MainOne's transition into an Equinix company, maintaining uptime during critical transitions, service continuity and security.

Junior IT Support Engineer | MainOne Cable Company.
April 2024 – September 2024

- Handled 50+ incident tickets weekly using Remedy ITSM, ensuring efficient service delivery, minimal downtime, improving user experience and systems responsiveness.
- Coordinated Laptop Buyback initiative across Africa and Europe, reducing environmental impact, supporting sustainability initiatives and reducing disposal costs.
- Automated secure data erasure of 400+ devices using BitRaser (DoD standard) to support end-of-life device policy, aligning 100% with GDPR and IG Toolkit compliance data protection laws.
- Optimised asset management processes and enhanced inventory traceability.

Frontend Engineer Trainee | Kajab Engineering Services Ltd
August 2023 – November 2023

- Contributed to the development of the company's websites by working on the frontend using HTML, CSS, Bootstrap, and JavaScript to
- create responsive and user-friendly web pages.
- Collaborated closely with backend developers utilizing Django to integrate dynamic features and ensure seamless functionality between
- frontend and backend.
- Focused on building a robust and intuitive system that enhanced user experience by streamlining web navigation and product access.

Full Stack Developer Trainee | Emblic Institute of Technology
February 2022 - September 2022

- Collaborated with a team to develop a diverse range of projects, including blog sites, e-commerce websites, and school dashboard systems,
- ensuring each project was tailored to its unique user needs.
- Utilized JavaScript, PHP, and CSS to build responsive and visually appealing frontend interfaces that enhanced user engagement and
- interaction.
- Worked closely with backend developers, integrating PHP for the development of robust and efficient backend systems that supported
- seamless user experiences.
- Played an instrumental role in fostering strong team collaboration, ensuring the successful execution of various projects through shared
- expertise and dedication.

IT Support Intern | Bamidele Olumilua University of Education, Science and Technology, Ikere-Ekiti (BOUESTI)
February 2020 - March 2020

- Provided IT support to end users by diagnosing and resolving hardware and software issues, ensuring smooth system operations and minimal downtime.
- Contributed to configuring and maintaining network infrastructure, working closely with the IT team to enhance system reliability and
- performance.
- Documented support requests and solutions, ensuring accurate records for troubleshooting and continuous improvement.
- Delivered user training, helping staff understand and utilize IT systems effectively while fostering a proactive support environment.
- Assisted in the implementation of security measures, enhancing overall network protection and safeguarding organizational data.

TECHNICAL SKILLS

- **IT Support & Troubleshooting** - Active Directory, Intune, Autopilot, Remote Desktop, ServiceNow, Remedy
- **Web & Version Control** – HTML, CSS, JavaScript, Bootstrap, GitHub, Git, PHP
- **Data** – Python, SQL, Excel, NumPy, Matplotlib, Pandas
- **Cloud & Virtualization** – AWS (EC2, IAM, S3)
- **Hardware & Software** – Device Imaging, BitRaser Data Erasure, Laptop Lifecycle Management, Onboarding

PROFESSIONAL TRAINING/CERTIFICATION

- **AWS Certified Cloud Practitioner –** Amazon Web Services
- **Full Stack Web Developer –** Emblic Institute of Technology

PROJECTS

- **Laptop Buyback Initiative** – Designed and executed a cost-saving sustainability initiative.
- **Dissemination of Information through Customized SMS system** - BSc final year Project
- **Enterprise IT Integration** – Managed secure IT transition during acquisition.
- **Full Stack Blog Website** – Developed using HTML/CSS/JavaScript/PHP/SQL

SOFT SKILLS

- Strong communication and interpersonal abilities
- Analytical thinker and problem solver
- Highly organized and adaptive
- Team player with leadership capacity
- Resilient, self-driven and focused on excellence

VOLUNTEERING/EXTRA-CURRICULAR ACTIVITY

- NYSC Charity CDS Program
- National Environmental Sanitation Exercise
- Living Foundation Homes & Charity Outreach
- Preston International School: Basketball Team, Red Cross Society, Chess Club

EDUCATION

- **Adeleke University Ede |** Bachelor of Science, Computer Science | 2020 – 2023
- **Preston International School Akure |** WASSCE School Certificate | 2010 -2016

REFERENCES

Available upon request