

Eniola OSENI, BSc. Comp. Sci.

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Energetic and dependable IT Support Specialist with 6+ years of hands-on experience providing end-user support in fast-paced environments. Adept at troubleshooting hardware/software issues, configuring systems, and delivering clear, friendly technical guidance to non-technical users. Known for being resourceful, patient, and committed to learning new systems and processes. Skilled in Windows OS, desktop/mobile setup, and basic networking. Thrive in roles that blend tech expertise with human connection — ready to bring strong work ethic and problem-solving mindset to keep systems running smoothly at Delta Pacific Seafoods.

CORE COMPETENCIES

- **Operating Systems & Platforms:** Windows OS, Linux, macOS, Websphere, AWS (EC2, S3, ELB), Azure (VMs, WebApps), Heroku
- **IT & Software Support Tools:** Anydesk, Microsoft Office Suite, Git/GitHub, Slack, Microsoft Teams, Zoom, Google Meet, Jira, Confluence, MS office and Microsoft 365
- **Troubleshooting & Desktop Support:** System configuration, software installation, hardware diagnostics, peripheral setup, end-user support, remote assistance
- **Programming Languages:** JavaScript, Java, Typescript, HTML5, SCSS
- **Web development:** HTML, Angular, React, Bootstrap, Spring boot, Node.js, ExpressJS, JavaScript
- **Database Management:** MySQL, MSSQL, PostgreSQL, Sybase, MongoDB
- **Software Testing:** Jest, Junit, Mockito
- **Cybersecurity Awareness:** ISC2, OWASP
- **Soft Skills:** Excellent verbal/written Communication, Customer Service, Application & Desktop Support, Attention to details, Critical Thinking, Multitasking, Independent problem solving, Time Management, Teamwork, Collaboration

PROFESSIONAL EXPERIENCE

Application Support Engineer

Feb 2023 –

Present

iCanopii(Canada - Remote)

iCanopii is a travel platform revolutionizing booking with proprietary financial technology for seamless travel experience

- Provided Level 2 support for travel booking systems, assisting users and stakeholders with real-time incident resolution via Jira, Anydesk, Slack, Zoom, and Microsoft Teams.
- Participate in IT projects including cloud migration, software rollouts, and infrastructure upgrades.
- Maintain and update IT documentation, including system configurations, network diagrams, and procedures..
- Maintained Linux-based environments and deployed support updates using GitHub, Heroku, and AWS EC2. Conducted browser compatibility testing and supported frontend bugs related to HTML, SCSS, Typescript, and Angular.

Frontend Engineer / Support

Nov 2020 – Feb 2023

Wakanow (UK - Remote)

Wakanow is a leading online travel agency offering seamless flight, hotel, and vacation bookings across Africa and beyond.

- Delivered technical and user support for a travel fintech platform, resolving software bugs and improving system uptime.
- Supported API integration and system configuration with GDS providers (Amadeus, HotelBeds), ensuring data accuracy.
- Documented support procedures and resolved performance issues to enhance platform responsiveness by 30%.
- Assisted in configuring and deploying secure payment systems, reducing transaction issues and improving customer satisfaction.
- Install, configure, and maintain servers, network devices, and IT infrastructure.

Software Engineer / Support

May 2018 – Nov 2020

Accenture (Remote)

Accenture is a global professional services company specializing in digital, cloud, and technology solutions to drive innovation and business transformation..

- Delivered software and infrastructure support to enterprise clients across banking and health sectors
- Provided ongoing troubleshooting and documentation for systems using Git, Jira, and Confluence.
- Coordinated DevOps tasks, tested deployments, and resolved client-reported issues..
- Diagnosed and resolved layout, component, and responsiveness issues across Chrome, Firefox, and Safari on Windows and macOS.
- Assisted with the onboarding and offboarding of staff, including setting up workstations, accounts, and access rights.

CONSULTING EXPERIENCE

Application Support Analyst – Cloud & Backend Systems
Delarex (US - Remote)

Oct 2023 – May 2024

Delarex Technologies specializes in AI, cybersecurity, and cloud solutions, empowering businesses with innovative technology..

- Supported Java-based backend APIs hosted on AWS (EC2, S3, ELB), responding to alerts and resolving deployment issues using Git, Linux CLI, and PostgreSQL.
- Assisted users and internal teams via Microsoft Teams and Google Meet, providing walk-throughs for common platform issues.
- Provided technical documentation, SQL reporting support, and system health monitoring.
- Supported security audits and implemented findings using OWASP guidelines.

Application Support & Backend Engineer
Zenith Bank (UK - Remote)

Oct 2022 – Jun 2023

Zenith bank is a leading financial institution providing innovative banking solutions and services across retail, corporate, and investment sectors.

- Provided advanced software and infrastructure support for banking platforms running on Azure WebApps and VMs.
- Resolved end-user bugs and performance issues within internal banking software built with Java, JSP, and .NET Core.
- Diagnosed and escalated hardware & system configuration problems; performed patching and setup on Windows OS and Linux systems.
- Facilitated knowledge-sharing across departments ; tracked issues via Jira..

IT Support Engineer, Straightright Technologies

Sep 2020 – Jun 2021

Straighttalk Technologies is a limited company and a major player in information technology, Training and consulting, IT Network and design implementation.

- Installed security software and hardware, and trained staff on ITsecurityandrecommended further security measures to be adopted.
- Increased UX ratings by 20% by improving the website design and user interface
- Provided technical support to end-users, resolving hardware and software issues in a timely manner to minimize downtime and ensure smooth operation
- Installed, configured and maintained hardware and software systems, including desktops, laptops, printers and peripherals.
- Collaborated with IT teams to develop and implement IT policies, procedures and best practices to ensure security and compliance.

EDUCATION & CERTIFICATION

Bachelor of Science, Computer Science	FUNAAB, Nigeria.	2014-2018
Certified AWS Cloud Practitioner	(L0TS1LXJHM111YCY)	Dec. 2021
Celpip General Test		May 2022
Valid BC Class 5 Drivers Licence		