Eniola OSENI, BSc. Comp. Sci.

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Experienced IT Support Specialist with over 6 years providing Tier 1 and Tier 2 technical support in enterprise environments. Skilled in hardware/software troubleshooting, desktop and mobile configuration, and ITSM ticketing systems (Jira, Confluence). Proven ability to resolve technical issues, document solutions, and deliver exceptional support aligned with service level agreements. Strong communicator known for professionalism, attention to detail, and dedication to continuous improvement.

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
- **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

TECHNICAL SKILLS

- **Desktop & Mobile Support:** Windows 10/11, Linux, macOS setup & troubleshooting, OS and layered product software configuration ,Desktop/mobile device setup, patching, updates, VPN, remote desktop, and computing tools
- **Hardware & Software:**Laptops, printers, monitors, peripherals, Network setup (TCP/IP, DHCP, LAN/WAN)
- **Networking:** TCP/IP, DHCP, LAN/WAN setup, Wi-Fi Configuration, Home Network Troubleshooting
- **Support Platforms:** Windows, Linux, MacOS; Remote Tools (Anydesk, TeamViewer)
- **Ticketing, Documentation & Analysis:** ITSM ticket management, Technical documentation and SOP creation
- **Licenses:** Valid BC Driver's License, Clean Driving Record

PROFESSIONAL EXPERIENCE

Software Support Engineer   **Feb 2023 – Present**
iCanopii(Canada - Remote)

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

- Delivered enterprise-level desktop and application support to internal users, resolving tickets within SLAs using Jira and Confluence. Troubleshot Windows/Linux/macOS issues, configured hardware, and ensured minimal downtime.
- Troubleshot integration issues across Spring Boot, Node.js, and React microservices, with logging and resolution tracked in Jira and Confluence.
- Supported backend system health and desktop software updates across Linux and Windows environments. Documented fixes and participated in continuous improvement of knowledge base content.
- Conducted browser compatibility testing and supported frontend bugs related to HTML, SCSS, Typescript, and Angular.
  Supported remote developers and QA with Anydesk sessions and cross-team documentation.

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.

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.

CONSULTING EXPERIENCE

Application Support Analyst – Cloud & Backend Systems   **Oct 2023 – May 2024**
Delarex (US - Remote)

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   **Oct 2022 – Jun 2023**
Zenith Bank (UK - Remote)

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

- Resolved end-user and backend application issues, maintained desktop configurations, and collaborated with cross-functional teams to ensure compliance with enterprise IT standards. Logged and resolved tickets using Jira and Microsoft Teams.
- 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 using Confluence; tracked issues via Jira..

IT Support Engineer, Straighttalk Technologies   **Sep 2020 – Jun 2021**

Straightalk Technologies is a limited company and a major player in information technology, Traning 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 System Administrator	(L0TS1LXJHM111YCY)	Dec. 2021
Celpip General Test		May 2022