

**OLOWU OWOLABI LUCKY**

Location: Flat 16 Sandown court
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UK.

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Personal Summary

Experienced IT Technical Support with over 5 years of expertise in troubleshooting, network management, and hardware/software installation. Proficient in managing Windows and Linux environments and skilled in providing top-notch customer service. Successfully reduced system downtime by 20% through proactive maintenance and streamlined support processes. Adept at resolving complex technical issues with a customer-centric approach and excellent communication skills. Seeking to leverage my technical expertise and passion for technology in technical support.

Key Skills

Technical Support: Troubleshooting, Help Desk, Remote Support, Cybersecurity Fundamentals, Customer Care.

Networking: LAN/WAN, TCP/IP, DNS, DHCP, VPN, Firewall, 4G, 5G

Operating Systems: Windows, macOS, Linux

Software: Microsoft Office Suite, ITSM tools (ServiceNow, JIRA), Antivirus, Virtualization, software

Hardware: PC Assembly, Printers, Routers, Switches

Management: Team Leadership, Project Management, ITIL

Mobile: Android, IOS

Other: Scripting (PowerShell, Bash), Cloud Services (AWS, Azure), Windows Server

Professional Experience

Software Engineer

SUNBELLAD INVESTMENT LIMITED,

Ikorodu, Lagos State, Nigeria

October 2016 – Present

- Constructing, designing and testing end-user applications that meet user needs.
- Improving system quality and identifying issues with company standard operating procedures.
- Formatting and resetting faulting systems with corrupt operating system.
- Replacing damaged computer spare parts and ensuring computer systems works well.
- Install operating system in a computer system like window 8.1 window 10 and windows 11
- Configured a new desktop/laptop like installing the basic applications and banking software making sure it is updated in order to avoid security breach
- Troubleshooting a faulty computer and advice the appropriate action to take either to replace it or repair it.
- Repairs the faulty computers, add it to network by making sure it has the same network parameters as the existing network
- Install and service faulty printer, making sure it is performing optimally this include personal printer and network printer.

Software/Hardware Engineer
LANDCRAFT STEEL COMPANY
Ikorodu, Lagos State, Nigeria
May 2017 – July 2029

- Managed all computer related problems.
- Liaised with managers ensuring company files are secured as much as possible.
- Conducted system maintenance on daily basis
- Helped with software installations for new systems.
- Periodically support staff technically when using computer in the office or off site. This include remote support or off site support that requires travelling different locations or call in support.
- Setting up a new Server Pc by assembling it and installing Microsoft server Operating system and implement security policy of the company.

Computer Service Engineer
174 BATTALION ARMY BARACK
LAGOS NIGERIA (2020 - 2023)

- Lead a team of 10 technical support specialists, providing guidance and support in resolving complex technical issues.
- Conducted regular training sessions for staff on new technologies and troubleshooting techniques.
- Managed IT projects, including system upgrades and software deployments, ensuring timely completion within budget.
- Provided tier 1 and 2 support for a wide range of IT issues, achieving a 95% first-call resolution rate.
- Delivered frontline support to end-users, resolving issues related to hardware, software, and network connectivity.
- Provided on-site and remote technical assistance to ensure continuous user productivity.
- Participated in the roll-out of new IT initiatives, including software updates and network enhancements.

IT Support / System Administrator
Monarch Iron Steel Company
Lagos Nigeria (2018 - 2022)

- Managed user account and access controls. Provided technical support to end-users, resolving hardware, software, and connectivity issues.
- Set up and maintained network security and infrastructure (routers, switches, firewalls, and wireless access points.). Monitored system and network performance and health.
- Managed network security and implemented and maintained security measures, including antivirus software and firewalls. Developed security policies and responded to incidents.

Software Engineer

Johnsoft global company Lagos Nigeria

2012 - 2020

- Formatting and resetting faulting systems with corrupt operating system.
- Install operating system in a computer system like window 8.1 window 10 and windows 11
- Troubleshooting a faulty computer and advice the appropriate action to take either to replace it or repair it.

Education & Qualification

- University of Sunderland | BSC (Hon) Computer system engineering
2024
- Crown polytechnic Ado-Ekiti | Higher National Diploma (Upper Credit)
2022
- Crown polytechnic Ado-Ekiti | National Diploma (Upper Credit)
2019

Core Certificate

- Cybersecurity. (Expected)
2024
- ITIL. (Achieved)
2024
- University of Sunderland, Microsoft, ANS, Durham Constabulary | **Hackathon**
2024
- Health, Safety & Environment Management Systems
2015

Professional Development and Achievement

- Collaborated on building a crime scene Logbook system for Durham police with Microsoft and ANS teams.
- Create a software to help improve system performance and accuracy by 90%, transforming data formats as required.
- Played a key role in designing and deploying of new system for key departments to enhance data communication and sharing.

HOBBIES: Reading, Learning, Travelling, Gaming and Sport.

References available on request
