AGBONIFO RUTH OGHOSA

IT SUPPORT

CONTACT

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PROFESSIONAL SUMMARY

Aspiring IT support specialist hoping to specialize in the maintenance and management of all hardware and software related issues.

EXPERIENCE

PROTOCOL OFFICER

Benin Medical Care , Benin City, Edo State

I work as a floor manager at the hospital, my job duties include managing patients and getting their feedback, Ensuring patients are attended to and satisfied with the services.
One of my duties is to ensure the software used by the hospital is running smoothly, I do this by liaising with the ICT department to better understand what and what not to do in ensuring smooth IT operations.
On multiple occasions, I have had to step in as IT support to fix minor IT issues like troubleshooting, Network, and memory problems.

IT SUPPORT OFFICER

Sep 2020 - Apr 2021 | INTERARC CONSULTANTS , Benin City, Edo State

KEY ACHIEVEMENTS AND RESPONSIBILITIES
- Provided IT support services, troubleshooting, and system operation.
- Resolved technical issues for staff.
- Educated the staff and clients on effective ways of managing their devices and protecting them from cyber-attacks.
- Created and assigned permissions to user groups.

WEB AND SOCIAL MEDIA MANAGER

Sep 2020 - Feb 2021 | INSTITUTE Of ATTITUDINAL CHANGE MANAGERS , Benin City, Edo State

KEY RESPONSIBILITIES AND ACHIEVEMENTS
- Oversaw the Company's social media activities
- Managing the company's websites
- Monitored code for bugs.
- Sharing relevant content
- Engaging with fans and followers
- Answering customer inquiries
- Covering company events on social networks.

SALES MANAGER AND IT SUPPORT.

Feb 2020 - Aug 2020 | MOUKA FURNITURE AND FITTINGS , Benin City, Edo State

ACHIEVEMENTS AND RESPONSIBILITIES
- Provided support for all hardware and software-related issues.
- Oversaw the sales of items in the company.
- Kept records of all the items in the company.

EDUCATION

SECONDARY SCHOOL LEAVING CERTIFICATE

UNIVERSITY PREPARATORY SECONDARY SCHOOL , BENIN | Graduated in 2012

HIGHER NATIONAL DIPLOMA

AUCHI POLYTECHNIC, AUCHI , AUCHI, EDO STATE. | Graduated in 2018

PROJECTS

EMPOWERHER WEBSITE

After a web development Bootcamp my team and I built a responsive website for the foundation that organized the Bootcamp, EmpowerHer. The work was divided among the team and I was tasked with building the web site's "About Page," which I did flawlessly.

TRUTH FOUNDATION

After completing my online training in web development, I started a personal project on web development.
I built using code, a website for an imaginary foundation called "Truth Foundation" and hosted it on GitHub.
I built the website using the tools for web development which are; HyperText Markup Language(HTML) , Cascading Style Sheet (CSS), and JavaScript.
After building the website on VScode, I remote connected to my terminal on GitHub and pushed the code there, I then went on to publish the website on GitHub.

CERTIFICATIONS

JOBBERMAN SOFT SKILLS

This Certificate was awarded by Jobberman after completing training on soft skills and workplace ethics.

SYSTEM ADMINISTRATION AND IT INFRASTRUCTURE SERVICES.

https://coursera.org/share/630936cb7e07134655fa1c0090a551fb

An Online Course certificate that was awarded and authorized by google through Coursera.

OPERATING SYSTEMS AND YOU ; BECOMING A POWER USER

https://coursera.org/share/03eff6cc93b5f29e74840017415e68a6

An online course authorized by Google offered through Coursera and organized by Youth For Technology Foundation.

IT SECURITY: DEFENSE AGAINST THE DARK ARTS

https://coursera.org/share/89e9fdaa8de8efb67ce8f2d8bbec7839

Online Course authenticated by Google, Offered through Coursera and organized by Youth for technology foundation

TECHNICAL SUPPORT FUNDAMENTALS

https://coursera.org/share/b886175276c3dc00b28c7db46ac0d499

An online course organized by Youth for Technology Foundation, authorized by GOOGLE and Offered through Coursera.

THE BITS AND BYTES OF COMPUTER NETWORKING

https://coursera.org/share/e897c241319d44c1f69d2efcea28a6b7

An online course organized by Youth for Technology Foundation, authorized by GOOGLE and Offered through Coursera

SKILLS **INNOVATIVE AND SKILLED IN CREATIVE THINKING**

TEAMWORK/ ABILITY TO WORK COLLABORATIVELY

STRONG COMMUNICATION SKILLS INITIATIVE