**TAIWO SHEDRACK**

**Address: No 22 Hon Afe Olowokere Street Ijoka Akure Ondo State**

**Email:** [**tshedrack51@gmail.com**](mailto:tshedrack51@gmail.com)

**Telephone: +2347067151535**

**OBJECTIVES**

Result oriented Desktop support engineer with more than 3 years of relevant experience in providing technical support and troubleshooting, for desktop systems and software. Skilled in diagnosing and resolving hardware and software issues, optimizing system performance for efficient operations. Proven track record of achieving customer satisfaction and meeting service level agreement.

**SKILLS**

* Software: MSOffice, Google Docs, MS Visual Studio, Windows Operating Systems, Mac OS X, VMware, security and virus protection, system mgmt.
* Data Analyst: Power BI, MS Excel, SQL
* Graphics Design: Adobe PageMaker, Adobe Photoshop, Adobe illustrator, Adobe InDesign, CorelDraw
* CCNA: Cisco Packet tracer, switches/hubs, cabling, DSL/VPN, TCP/IP, remote access, DMZ/firewall.
* Project Management: Budgeting, Strategic Planning, Project Planning, Reporting, Microsoft Project

**Technical:** communication, Accountable, Transparency, Problem Solving Ability to handle multiple tasks Time management and Prioritization, Survey design and data collection, Classroom management and curriculum development.

**EDUCATION/CERTIFICATIONS**

2023 Cisco / Introduction to Cybersecurity

2023 NJFP/ Jobber man soft skills Training

2023 COMPTIA A+ Professional

2022 National youth service corps (NYSC)

2020 BSC in Computer Science, Joseph Ayo Babalola University

**HIGHLIGHTS**

* Technical troubleshooting
* Hardware and software installation/Configuration
* Operating system support
* Network connectivity and TCP/IP
* Cisco Devices
* Tech-savvy
* Remote desktop support
* Network Faculty
* System Maintenance

**WORK EXPERIENCES**

**COMPLETE COMPUTER TECHNOLOGY** **DESKTOP SUPPORT ENGINEER/ NETWORK ADMINISTRATOR**

**Akure, Ondo State, Nigeria** **April 2022- Present**

**DUTIES/ROLES**

* Provide a memorable customer experience with every customer contact by ensuring every service request is handled professionally.
* Review and update knowledge base and technical support documentation to reflect current technical information on process or product.
* Investigating, diagnosing and assessing basic technical problems reported by customers.
* Managing system administration, networking and hardware management & maintenance in the organization.
* I was accountable for providing real time support to client computes.
* Collaborate with the Technical & Engineering team to diagnose problems and identify corrective actions for customers.
* Installing, configuring and administering network technologies
* Provided special training for people interested in learning CompTIA a, project management, Microsoft office and CCNA

**HELEXTIMI INTERNATIONAL GROUP OF SCHOOL Ogun state, Nigeria**

**COMPUTER INSTRUCTOR March 2021 – March 2022**

I did my compulsory National youth service corps in the above-named school.

**DUTIES/RESPONSIBLITIES**

* Instructed computer studies to Junior Secondary School (JSS) 1 to 3 students, fostering their foundational IT skills and digital literacy.
* Assumed the role of a primary 6 class teacher, providing comprehensive computer education to younger students, setting a strong IT foundation early in their education.
* Mentored and guided students in the use of various software applications, including Microsoft Office suite, contributing to their proficiency in essential tools for academic and practical use.
* Collaborated with school administrators and fellow teachers to integrate IT skills into the broader curriculum, ensuring a well-rounded educational experience.
* Designed engaging and interactive lesson plans, incorporating practical exercises and demonstrations to enhance students' understanding of computer concepts.

**COMPLETE COMPUTER TECHNOLOGY**  **Ondo State, Nigeria**

**DESKTOP MAINTENANCE ENGINEER May 2019 – September 2019**

I undergo Student Industrial Work Experience Scheme (SIWES)/ internship at complete Computer Technology in Akure, Ondo State.

**RESPONSIBILITIES**

* Conduct hardware and software troubleshooting to diagnose and resolve technical issues for a user base of 20+ employees, resulting in a 20% decrease in average ticket resolution time.
* Install, configure and upgrade desktop and hardware components, operating systems and software applications, ensuring seamless functionality and user satisfaction.
* Collaborate with vendors to procure hardware and software solutions, ensuring cost-effective purchases aligned with organisational requirements.
* Assisted in the planning and execution of desktop deployment projects, ensuring smooth transitions and minimal disruption to business operations

**REFERENCES**

**Available upon request.**