ADENIYI SEYI EMMANUEL

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# PROFESSIONAL SUMMARY

Versatile IT Support, Application Specialist and Web Application developer with over 6 years of experience providing enterprise application support, hardware/software troubleshooting, and IT operations management. Proven ability to lead support teams, manage critical application environments, and deliver projects in fast-paced organizations, including the manufacturing sector. Adept at liaising between technical teams, vendors to ensure seamless IT service delivery. Strong background in application support (ERP systems), SAAS applications, troubleshooting, reporting, and continuous process improvement.

# CORE COMPETENCIES

* Application & ERP Support (SAP, Norakle, business-critical systems)
* IT Service Management & Ticketing Systems
* User Training & Stakeholder Communication
* System Troubleshooting (Hardware, Software, Networks)
* Project Implementation
* Programming
* Network Administration (LAN/WAN, Firewalls, Wireless)
* Database Management (MySQL, MongoDB, Firebase)

# PROFESSIONAL EXPERIENCE

* **Chams Access Ltd – Support Engineer | 2025**
* Troubleshot and repaired electronic/mechanical systems, ensuring minimal downtime in operations.
* Reduced response times by streamlining support processes, achieving monthly KPI targets.
* Collaborated with team leads to optimize service delivery performance.
* **Norak Technologies (Quarry Manufacturing) – Application Support Officer | 2023 – 2024**
* Provided Level 1 support for Norakle ERP software, resolving user issues across multiple business modules.
* Administered IT and Admin modules, ensuring smooth integration with finance, HR, and operations.
* Delivered user training sessions, boosting adoption and proficiency of business systems.
* Diagnosed and resolved ERP breakdowns, minimizing disruption to manufacturing workflows.
* Produced periodic reports for management on system performance and incident resolution.
* **Altara Credit Limited – IT Support Engineer & Application Support | 2020 – 2023**
* Delivered application support for in-house business applications, ensuring availability and performance.
* Coordinated implementation of new systems and trained 50+ staff on usage and troubleshooting.
* Analyzed incident data using Ticket Management System (TMS), generating performance reports for IT management.
* Provided remote and onsite support for hardware, network, and application-related issues, improving service reliability.
* **Shirts Centre – Web Manager | 2018 – 2019**
* Maintained corporate website, ensuring uptime, usability, and security.
* Managed online data and generated analytical insights to boost customer engagement and sales.
* **Femtech Computer Institute – Computer Engineer (Trainee) | 2014 – 2015**
* Supported LAN/WAN configurations and computer system troubleshooting.
* Installed and monitored CCTV systems for enhanced security.

# EDUCATION

Higher National Diploma (HND), Computer Engineering – Federal Polytechnic Offa, 2018

National Diploma (ND), Computer Engineering – Federal Polytechnic Offa, 2014

SSCE – Goodness Royal College, 2012

# CERTIFICATIONS

Certified Web Application Developer (2015)

# TECHNICAL SKILLS

* Applications: SAP (support exposure), Norakle ERP, Business Applications
* Databases: MySQL, MongoDB, Firebase
* TMS reporting, KPI reporting, Database-driven
* Programming: Node.js, Express.js, PHP, JavaScript, React
* Networks: LAN, WAN, Firewalls, Wireless
* Other: Hardware/software troubleshooting, CCTV installation

# INTERESTS

Exploring new technologies, Business Intelligence tools, Travelling, Football