Oluwatobiloba Abel

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Work Experience

Application Support Analyst

Asset Management Corporation of Nigeria - Lagos
January 2021 to August 2022

• Support packaged & bespoke application design, development, testing and deployment to ensure solutions are managed in line with standard operation procedure.
• Ensure day-to-day operation of all enterprise business applications to minimise enterprise downtime on applications.
• Establish operational policies and procedures for data centre and network operations (ITIL processes: Change, Problem, Configuration, Availability, Incident & Continuity Management) in line with agreed OLAs
• Deliver efficient IT Helpdesk/call centre services
• Document and track incidents and problems
• Coordinate incident and problem resolution (working with other IT functions)
• implementation of new end-user related systems/tools
• Participate in large-scale new systems rollout and upgrade projects
• Deploy upgrades & patches released to improve (or fix known issues in the) business applications to ensure solutions are update with patches
• Manage customer expectations and provide feedback on work-in-process
• Identify End-user training needs.
• Coordinate End-user education programmes
• Manage support logistics for remote locations.

Perform other duties as may be assigned by the Head, Information Technology

Systems Analyst

Certified Systems Limited - Abuja
November 2019 to November 2020

Lead assigned projects and teams while also reporting to project sponsors and senior leadership on implementation plan, resourcing, project status and change management.
• Conduct project work to evaluate the effectiveness of compliance function in relation to tax.
• Work with company teams in identifying and highlighting of strategic risk.
• Maintaining and upgrading existing systems as required
• Designing new computer systems and frameworks
• Troubleshooting technical issues
• Risk mitigation planning
• Collaborating with Business Analysts, Project Leads and IT team to resolve issues and ensuring solutions are viable
and consistent

- Creating system guidelines and manuals for the organization
- Running training sessions and workshops on system processes
- Conducting regular reviews of systems and generating reports on efficiencies and improvement areas
- Structuring and prioritizing business requirements and communicating plans with stakeholders for review and
approval

Education

Bachelor's Degree in Software Engineering
Trinity University of Asia - Quezon City
December 2013 to May 2018

Skills

- MySQL
- Systems Analysis
- Application Support
- Help Desk
- Microsoft SQL Server
- Business analysis
- Microsoft Office

Languages

- English - Advanced
- Tagalog - Intermediate

Certifications and Licenses

Business Analysis
September 2018 to Present