

# OLUWATAMILORE ADEDEJI-IBRAHEEM

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## SUMMARY

Applied Computer Science student (Expected May 2026) with hands-on IT support experience and a growing Java/JavaScript portfolio. Seeking IT Support Technician or Junior Software Developer roles. Skilled in ticket triage, imaging/deployment, Active Directory support, Git-based workflows, and building web apps with REST APIs and databases.

## TECHNICAL SKILLS

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**Languages:** Java, Python, JavaScript, SQL, HTML/CSS

**Frameworks:** React, Node/Express, JavaFX/Swing, Android SDK

**Tools:** Git/GitHub, IntelliJ, Docker

**Systems:** Windows/macOS imaging, Active Directory, ticketing systems

**Concepts:** OOP, data structures, REST APIs, debugging, Agile/SDLC

Certifications: CompTIA A+, CompTIA Security+

## EXPERIENCE

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**IT Services Student Assistant / Support Desk** - Lycoming College (Williamsport, PA)

*Sep 2023 - Present*

Provide first-line support via ticketing system, phone, and walk-ins; troubleshoot hardware/software, printers, and network connectivity issues; escalate when needed.

Image and deploy Windows/macOS workstations; manage account access and permissions in Active Directory; document recurring fixes to improve resolution speed and consistency.

Support time-sensitive classroom/lab technology and user access requests to minimize downtime for students, faculty, and staff.

**WISE IT Intern** - Lycoming College (Williamsport, PA)

*Summer 2025*

Resolved 30+ support tickets diagnosing hardware, software, and network issues; strengthened triage and escalation practices to improve time-to-resolution.

Supported workstation imaging and AV/event setups; created quick-reference guides and thorough ticket notes to enable faster first-contact resolution and smoother handoffs.

Collaborated with campus IT staff to validate fixes, follow support workflows, and improve the support knowledge base for recurring issues.

## PROJECTS

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**HelpDesk Pro - Full-Stack Ticketing System (React, Node.js/Express, PostgreSQL, JWT, Docker)**

- Built a full-stack ticketing web app with CRUD tickets, status workflow (Open - In Progress - Resolved), and comment history.

- Designed REST API endpoints and PostgreSQL schema; implemented input validation, error handling, and consistent response structures.
- Implemented JWT authentication with role-based access (Admin/User); containerized with Docker and deployed to a cloud host.

#### **Random Human Characteristics Generator (Java, OOP)**

- Built a Java application using inheritance and polymorphism to generate randomized human profiles; emphasized clean, extensible class design.

#### **Portfolio Website (React, Vite, Tailwind CSS)**

- Built a responsive portfolio website to showcase projects (React, Vite, Tailwind CSS); optimized for mobile/desktop and version-controlled with Git.

#### **System Access & Permissions Simulator (Android, Java)**

- Built an Android app modeling role-based access control (RBAC) with authentication and permission levels; applied least-privilege concepts.

### **EDUCATION**

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**Lycoming College** - Williamsport, PA

B.A. Applied Computer Science (Expected May 2026)