



## ABOI SAMSON ABOI

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### OBJECTIVE

A challenging and rewarding Logistics / Distribution Center Operations Management position within the private sector where prior experience, personal ability, and a commitment to professionalism would be of value. Position should allow for continued personal and professional growth commensurate with achievements.

### EXPERIENCE

#### SOLAG CAFÉ, SHOPPING PLAZA WUSE, FCT ABUJA.

2014 - 2014

##### Cyber Cafe Attendant

- Help customers with the use of computers, applications and internet usage.
- Respond to customers who encounter error messages while accessing websites, emailing or downloading content.
- Provide excellent customer care and assist clients to complete forms and returns for e-government services.
- Assist customers with downloads, printing, scanning, attaching and emailing documents.
- Monitor use of computers, media equipment, printing equipment and other machines to ensure compliance with café policies and applicable laws and regulations.
- Sell computer accessories, stationery and other cyber related goods and services while providing advice to customers on care and usage.
- Troubleshoot hardware, terminals, software and connectivity issues.
- Track customers' time and charges at computer terminals and keep daily records.
- Clean computer areas and tables and keep the premises neat and tidy.
- Anticipate and promote computer and Internet-related products and services of the venture.
- Support the cybercafé owner in basic record keeping/book keeping
- Operate the various printing machinery in the cybercafé including heat press machines and screen printers
- Learn and operate various equipment in the media centers – photo and video equipment, software etc.
- Qualifications

#### EAGLENET COMPUTER ACADEMY, AIRPORT ROAD FCT ABUJA

2014 - 2015

##### Computer instructor/ Cyber Cafe Attendant

- Assist customers with downloads, printing, scanning, attaching and emailing documents.
- Monitor use of computers, media equipment, printing equipment and other machines to ensure compliance with café policies and applicable laws and regulations.
- Sell computer accessories, stationery and other cyber related goods and services while providing advice to customers on care and usage.
- Troubleshoot hardware, terminals, software and connectivity issues.
- Track customers' time and charges at computer terminals and keep daily records.
- Clean computer areas and tables and keep the premises neat and tidy.
- Anticipate and promote computer and Internet-related products and services of the venture.
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- Operate the various printing machinery in the cybercafé including heat press machines and screen printers
- Learn and operate various equipment in the media centers – photo and video equipment, software etc.

#### MINDROYAL CYBERCAFÉ, LUGBE OPP. MR. BIGGS

2015 - 2016

##### Computer Instructor and Cyber Cafe Attendant

- Help customers with the use of computers, applications and internet usage.
- Respond to customers who encounter error messages while accessing websites, emailing or downloading content.
- Provide excellent customer care and assist clients to complete forms and returns for KRA, NTSA, NHIF and other e-government services.
- Assist customers with downloads, printing, scanning, attaching and emailing documents.
- Monitor use of computers, media equipment, printing equipment and other machines to ensure compliance with café policies and applicable laws and regulations.
- Sell computer accessories, stationery and other cyber related goods and services while providing advice to customers on care and usage.
- Troubleshoot hardware, terminals, software and connectivity issues.

#### PETERPAN IT SOLUTION, KADUNA-NIGERIA

2016 - till date

##### Operational Manager & System Engineer/Network Engineer

- Maintain and optimize local company networks and servers
- Be responsible for device and password management
- Oversee data backup and system security operations (e.g. user authorization, firewalls)
- Manage installations, upgrades and configurations of hardware and software
- Assess system performance and recommend improvements
- Resolve issues escalated by technicians and engineers
- Ensure data is handled, transferred or processed according to legal and company guidelines

- Provide support and guidance to stakeholders via help desk
- Control costs and budgets regarding IT systems
- Manage contracts with vendors (e.g. development platforms, telecommunication companies, password managers) and software licenses

## EDUCATION

<b>KADUNA POLYTECHNIC, KADUNA-NIGERIA</b>	<b>2022</b>
Computer Engineering /Higher National Diploma In-view Grades - <b>Upper Credit/3.2</b>	
<b>GOOGLE ADS DISPLAY CERTIFICATION</b>	<b>2022</b>
Google Ads Display Certification Grades - <b>Excellent</b>	
<b>KADUNA POLYTECHNIC, KADUNA-NIGERIA</b>	<b>2019</b>
Computer Engineering / National Diploma. Grades - <b>Lower Credit/ 2.91</b>	
<b>JINIE COLLEGE, BARNAWA, KADUNA- NIGERIA</b>	<b>2012</b>
Senior School Certificate Examination Grades - <b>Excellent</b>	
<b>LGEA PRIMARY SCHOOL JANKASA II, KADUNA - NIGERIA</b>	<b>2006</b>
First School Leaving Certificate Grades - <b>Excellent</b>	

## SKILLS

Proven experience as IT Operations Manager,Experience with system installation, configuration and analysis,Thorough knowledge of networks and cloud computing,Knowledge of data protection operations and legislation (e.g. GDPR),Leadership and organizational skills,Ability to manage multiple projects,Outstanding communication skills,Problem-solving aptitude,HND in Computer Engineering, IT or relevant field,

## REFERENCE

Peter James Opayemi - CEO of Peterpan IT Solution  
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