

## OLUWATAYO AJAKA OLUGBENGA

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### **ACADEMIC CREDENTIALS**

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**Federal University of Agriculture Abeokuta, Nigeria**

Nigeria

*Bachelor of Agriculture*

*2014-2019*

Animal Production and Health

### **TECHNICAL SKILLS**

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- Statistical Package for the Social Science (SPSS)
- Microsoft Office Package (Word, Excel, PowerPoint)
- CompTIA A+
- CompTIA N+
- Technical Support Fundamentals

### **PROFESSIONAL EXPERIENCE**

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***Humble General Merchandise.***

*A Business to customer ecommerce platform that provides wide variety goods and services.*

***Sales Team Lead/Technical Support Specialist***

*July 2020 - Date*

- Assist the customers to set up purchased gadgets and also help troubleshoot technical issues
- Develop and execute strategic plan to achieve sales targets and expand customer base
- install and configure computer software, hardware, networks and printers
- Establish, develop and maintain positive business and customer relationships.
- Providing customers with an expected budget, payment, payment agreements, and delivery estimates.

***New Horizons Nigeria***

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*Technical Support and information technology operational roles*

*June 2023 – August 2023*

***Certificate (CompTIA N+)***

- Configure and troubleshoot wired and wireless network
- Identifying and maintaining network, providing physical cabling solutions, storage devices
- Implement network security, standards and protocols and create extensive networks.

## **New horizons Nigeria**

*Technical support and information technology operational roles*

### **Certificate (CompTIA A+)**

*May 2022 – July 2022*

- Set up and configure basic networks
- Troubleshooting hardware and network issues
- Repair and troubleshoot hardware parts (CPUs, Motherboards, Hard drives, RAM)
- Repair and configure

## **Nigerian Correctional Service (National Youth Service Corps)**

*A government agency that takes lawful custody of people duly certified to be so kept by courts of competent jurisdiction.*

### **Veterinary Assistant**

*August 2019- August 2020*

- Scheduling cleaning, bathing, exercising, and feeding of boarded dogs.
- Assisting to restrain dogs for veterinary procedures.
- Inspecting dogs and reporting their condition to the Veterinarian.
- Assisting with miscellaneous duties as needed.

## **CORE COMPETENCIES**

- Customer relations
- Team work
- Time management
- Marketing
- Excellent interpersonal relationship
- Sales collaboration
- Leadership skill
- Critical thinking
- Effective Communication
- Research and Strategy
- Decision Making
- Data analysis
- Financial Management

## **PROFESSIONAL ORGANIZATION AND CERTIFICATION**

Nigeria Institute of Animal Science (NIAS) – Member

*June 2021*

The University of Edinburgh - Certificate in Animal Behavior and Welfare

*January 2021*

NATIONAL YOUTH SERVICE CORPS (NYSC) OGUN

*August 2019 – August 2020*

ALPHA CONSULTING SERVICES – Human Resources Management.

*August 2019*

## REFEREES

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