# Bayode Aderinola

Experienced Software & Support Engineer

Address: Plot 1A Olatunji L/O, Alaro Villa, Oke Alaro Zartech, Oluyole Ind. Est., Ibadan, Oyo State, Nigeria

E-mail: bayodesegun@bayodesegun.com | Phone: +2348024795709

LinkedIn: *linkedin.com/in/bayodesegun* | GitHub: *github.com/bayodesegun* | Portfolio: *portfolio.bayodesegun.com*

## Summary

- Experienced software and support engineer with remote working experience.
- Experience managing other team members.
- Excellent analytical, problem solving and technical skills.
- Extremely passionate about technology and learns very fast.
- Very strong oral and written communication skills.
- Some of the technologies I've worked with: Git (GitHub & BitBucket), PHP, JavaScript, Node.js, C# (.NET), Java, Ruby (on Rails), MySQL, MongoDB, Docker, Linux Bash Scripting, Apache, HTML, CSS, jQuery (and other JS libraries), REST APIs, Cordova, SMPP, PhoneGap, Laravel, Yii2

## Experience

### Web, Mobile and Desktop Application Engineer (Remote, Freelance)

January 2017 till date

- Architects and builds web, mobile and desktop apps.
- Develops RESTful APIs and Integrates with third-party APIs.
- Sets up and manage existing open source web applications (Odoo, Magento, WordPress)
- Key skills/tools: HTML, CSS, JavaScript, jQuery, Apache, PHP, C# .NET MySQL, REST APIs, Docker, Git, Linux Shell Scripting, Cordova, PhoneGap, Laravel, Yii2

### Mobile VAS Software and Support Engineer (Remote) at Evolve Cosmos Allied Services

February 2016 – December 2016

- Wore multiple hats – Development, DevOps, Technical Support and Project Management.
- Full stack web development with Java and the LAMP Stack.
- Administered and maintained Linux servers and containers (Docker), handling simple to complex sysadmin tasks.
- Created and managed TCP/IP connections to support messaging applications and platforms.
- Provided second level support to customers and partners.
- Managed VAS integration projects with mobile network operators
- Key skills/tools: IP, SMPP, XML, HTTP, HTML, CSS, JavaScript, Linux, Apache, PHP, MySQL, Java, REST APIs, Docker, Git, Shell Scripting

### Level 2 Software Support Engineer (Remote) at Versata

June 2015 – August 2015

- Solved complex technical issues escalated by Level 1 Support staff
- Proactively documented, monitored and updated Support tickets and actionable steps taken
- Supported the Level 1 agent in communicating progress to the customers
- Submitted software product issues (bugs) to product development for resolution
- Validated and document software bug fixes in product releases before they are made available to customers
- Created Knowledge Base Articles, Technical Notes and user guides and how-to videos and documents.
- Key skills/tools: IP, RDP, Jira, Confluence, Zendesk, Customer Service, Phone handling, Google Apps

**Manufacturing/Systems Support Engineer at Procter & Gamble Nigeria Ltd**

March 2011 - February 2015

- Developed, administered and supported manufacturing support E-Systems (using SharePoint and VBA)
- Authored test plans and test reports for the validation and testing of production equipment and processes.
- Developed operating and maintenance procedures, job aids and troubleshooting guides.
- Provided first and second level support for operating teams and fixing problems to root cause.
- Managed production technicians and manufacturing equipment, processes and materials to achieve minimal equipment stops and downtime.
- Managed making, converting, and packing processes and production execution technicians, ensuring adherence to production schedule and optimal material utilization.
- Key skills/tools: SAP, Visual Basic for Applications (VBA), Microsoft Excel, Microsoft SharePoint, Systems Administration, validation and testing, report writing, data analysis, master data maintenance, production schedule management, inventory reconciliation, troubleshooting, loss and root cause analysis

## Languages

**English**

## Skills & Expertise

- Git source control
- Expertise with bash commands and scripts
- Windows & Linux system administration
- Web app development
- Database design & administration
- Can use, support major Operating Systems and Office Suites
- Network fundamentals and network troubleshooting
- Remote troubleshooting
- Technical support/Customer Service
- Self-directed team player
- Learns new tools quickly

## Education

**Federal University of Technology, Akure, Nigeria**

B.Eng., Electrical/Electronic Engineering, 2003 - 2008

## Interests

Reading, travelling, coding

## Certifications

**CompTIA A+ ce**

CompTIA; March 2015 to March 2018

**CCNA, MCSE** (in view)

## References

Available on request