

# BABATUNDE ABIOYE

## IT TECHNICIAN / HELPDESK SUPPORT

Al Rabwan Residence, Al Barsha I, Dubai.

Phone: +971525340795

Email: [bmabioye@gmail.com](mailto:bmabioye@gmail.com)

Personal Portfolio: <https://bmabioye.me>

LinkedIn: <https://linkedin.com/in/bmabioye>

GitHub: <https://github.com/bmabioye>

Twitter | Reddit | Stack Overflow @bmabioye

## CAREER SUMMARY

- Microsoft Certified, CompTIA A+ Certified, Google Certified, IT support professional with 10+ years of experience in office operations management and support hardware assembly and software troubleshooting.
- Expert experience in maintenance, administration, configuration and troubleshooting Windows, Linux and Mac Operating Systems
- Efficient knowledge of CCTV, Point-Of-Sales, Access control, biometrics, networking and ticket systems.
- Business management experience for more than 10 years.
- Desire to continue obtaining certifications to further contribute growth in the workplace and for personal development.

## PERSONAL PROFILE

- Nationality: Nigeria
- Gender: Male
- Language: English | Arabic – beginner

## SOFT SKILLS

- Excellent analytical skills with a sound mind
- Ability to suggest improvement on procedures.
- Ability to motivate team and escalate reasonably
- Motivated to continue learning
- Organized, efficient, and goal oriented

## TECHNICAL SKILLS

- Troubleshoot, configure IT infrastructure like DHCP, DNS, Web servers, network devices and services, LAN, WAN, VPN, printer, and IT equipment.
- Installation of CCTV, Office Intercoms, VOIP, Door Access Controller, Biometrics, Alarm System, Wireless Access Point, Routers, Switches and network jack.
- Setup, repair and Maintenance of Computers and server room peripherals like Patch panel, IT rack, Backup solutions, network cables and asset management
- Manage databases, office emails, internet connections, firewalls, software configurations, ticketing systems and helpdesk support.
- Installation, repair and configuration of Windows PC, MacBook and Linux Computer systems, Virtualization and Remote Desktop Access and Cloud Experience.

## EXPERIENCE

**Lead Client Services** | Lovelamp Systems. June, 2017 – April, 2021  
▪ Managed 30+ employees in daily operations, of CCTV installation, hardware repair, software deployment, and help clients' business scale better by 50% and increase turnover year over year

**IT Manager** | Country Kitchen Ventures. Aug., 2017 – March, 2021  
▪ Lead team of 50+ personnel using tech to stabilized business operations and increase sales by 48% within 2 years.  
▪ Monitor IT infrastructure to ensure smooth business operations

**Office Supervisor** | CCSNL, Lagos. July, 2014 – March, 2015  
▪ Increased total revenue up to 15% by participating in community marketing and run promo in service events.  
▪ Oversaw all office operations and improved help desk support by ensuring services customer needs are met.

**Customer Representative** | MTN Nigeria. Feb., 2012 – May, 2014  
▪ Delivered customer satisfaction by leading in proffer workable solution to customers thereby increase office traffic and sales by 30%

## EDUCATION

- CompTIA Network+ – Current
- Microsoft Azure Associate – June, 2021  
Azure System Administrator Certificate
- CompTIA Certification – March, 2021  
CompTIA A+ Certificate
- Jobberman Skill Training – March, 2021  
Soft-Skill Certificate
- Google IT Support – March, 2021  
Google IT Support Certificate
- MTN Nigeria Training – February, 2013  
MTN Customer Care Certificate
- Federal University of Technology, Minna – March., 2011  
Mathematics & Computer Science | GPA – 3.03

## PROFESSIONAL CERTIFICATIONS

- Microsoft Azure Administrator / June, 2021
- CompTIA A+ Ce / March, 2021
- Google IT Support / March, 2021
- IT Security / February, 2021
- Computer Networking / February, 2021
- Technical Support Fundamentals / January, 2021

## LEADERSHIP AND VOLUNTEER

- Help more than a 100 SMEs by using tech to make their business simple, maximized profit, scale better and increase sales by 35% or higher better than previous years
- Use Ms. Excel to create loan repayment app and improve the cash inflow of a group of 500+ people in a cooperative society while serving as a financial secretary.
- Lead a commendable setup and deployment of over 300 PC for CBT and turned a college to an approved IT center which increase turnover by 25%