Babatunde Abioye

Ibadan, Nigeria   +2347036463485

bmabioye@gmail.com

Personal Information

WEBSITES, PORTFOLIOS, PROFILES

https://www.linkedin/in/bmabioye
https://github.com/bmabioye
https://bmabioye.me

PROFESSIONAL SUMMARY

A Google IT Support Specialist, technology enthusiast, an experienced IT professional with more than 7 years of work in various IT-inclined settings helping small businesses improve productivity. A proactive, servant leader that maximizes the efforts of others toward common goals—a process and detail-oriented individual seeking to advance IT career as an expat.

SKILLS

Customer Service & Support

Operating Systems (Windows, Linux, MacOS)

Computer networking [LAN, WLAN, VLAN]

Programming languages [HTML, CSS, JavaScript, PHP, Python] Virtualization

Remote Connections & Cloud Computing

Troubleshooting & Repair

Systems Administration/Configuration

Implementing/managing directory services | Data management

ERP & POS Systems Configuration | CCTV & Intercom Telephony

IT security | Cryptology/encryption | IT Systems/Infrastructure

NATIONALITY   Nigeria
DATE OF BIRTH   27-07-1986
GENDER   Male

DESIRED POSITION   IT SUPPORT SPECIALIST / HELPDESK

Work Experience

DATES   June 2015 - present
POSITION   **Business Management Specialist** [Self-Employ]
RESPONSIBILITIES
- Proffer business solutions for small and medium enterprises.
- Efficiently and friendly support customers in their business needs
- Demonstrated respect, friendliness and willingness to help regularly.

EMPLOYER / ADDRESS   Lovelamp Systems & Consulting Firm / Ibadan – Nigeria
BUSINESS   Information Technology | Web Solution | Training

DATES   August 2018 - March 2021
POSITION   **ICT Solution Consultant.** [Contract]
RESPONSIBILITIES
- Seamlessly oversaw, managed and coordinated the ICT department
- Procured, managed, and administered computers & other IT infrastructures
- Network monitoring and configuration including routers, VPNs, RDP, etc
- Implement WebApp and integrate solutions into business operations
- Maintained and repaired computers, other IT equipment and tools to sustained uninterrupted operation.

EMPLOYER / ADDRESS   Country Kitchen Ventures / Ibadan – Nigeria
TYPE OF BUSINESS   Hospitality | Restaurant | Retail

DATES	August 2017 - March 2020
POSITION	**System Administrator** [Contract]
RESPONSIBILITIES	- Setup local and live web-server for WebApp deployment - Managed and configured remote connection - Configured Google virtual machines -Setup, deployed digital Ocean droplets
EMPLOYER / ADDRESS	XPL Developers / Ibadan – Nigeria
TYPE OF BUSINESS	Blockchain	Web Development	ICT
DATES	August 2013 - March 2015 [Full-time]
POSITION	**Customer Care Representative / Supervisor**
RESPONSIBILITIES	- Actively listened to customers' requests, confirming full understanding before addressing concerns - Prepare a variety of different written communications, reports and documents to ensure smooth operations - Carried out day-to-day duties accurately and efficiently
EMPLOYER / ADDRESS	MTN Nigeria Trade Partner / Oshogbo – Nigeria
TYPE OF BUSINESS	Mobile Operation	Customer Service	Retail	Telecoms

Education and Training

DATES	2021
QUALIFICATION AWARDED	**Google IT Support**
PRINCIPAL STUDIES	IT Security	Operating Systems	Computer Networking System Administration and Infrastructure Services Technical Support Fundamentals
INSTITUTION	Coursera / Google
DATES	2013
QUALIFICATION AWARDED	**Customer Care Training**
PRINCIPAL STUDIES	Customer Service	Mobile Devices Troubleshooting Mobile Device Configuration	Help Desk	Retail
INSTITUTION	MTN Service Centre, Ibadan
DATES	2011
QUALIFICATION AWARDED	**Bachelor of Technology	Mathematics & Computer Science**
PRINCIPAL STUDIES	Computer Architecture, Algorithm, Software Design, AI, DBMS
INSTITUTION	Federal University of Technology, Minna - Nigeria

Skills and Competences

LANGUAGE SPOKEN	English [Fluent]
OTHER LANGUAGE(S)	Yoruba [Native], Arabic[Hesitant], Mandarin[Beginner]

Certifications

SOCIAL SKILLS AND COMPETENCES	Comptia A+ Certification Google IT Support Certificate

Accomplishments

DATE	2018
PROJECT	Use Microsoft Excel to build a loan management application
USE CASE	Community Effort