

Babatunde M. Abioye

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Babatunde, an experienced IT professional par excellence with more than 7years of work in various IT-inclined businesses. He's seeking new employment opportunities in IT support and related capacities abroad. Having completed Google IT Support Professional Certificate—an eight-month IT support program, he has further widen his knowledge in customer service, networking, operating systems(Window, Linux, MacOS), system administration, and security. The hands-on practice in these areas has been highly rewarding and he's passionate and sincerely excited to continuing learning in IT related environment and support people to solve their technical problems.

WORK & RELEVANT EXPERIENCE

Head of I.T Department

Ibadan, Nigeria

[Country Kitchen Ventures] [Contract]

[Aug. /2018 - Till Date]

- System administration and IT infrastructure management
- Installing, configure and managing Windows and Linux OS
- Network monitoring and configuration including routers, VPNs, remote connections
- Setup and implement WebApp for restaurant branches and warehouse stores.
- Central managing sales, purchases, POS of branches both locally and remotely.
- Setup intra-office intercoms systems and cctv with remote view

Tech. Consultant [Self-Employ]

Ibadan, Nigeria

[Lovelamp Systems & Consulting Firm]

[June. /2015 - Till Date]

- Customer support.
- Business management projects.
- IT solutions for small and medium enterprises.

System Administrator [Part-time]

Ibadan, Nigeria

[XPL Developers]

[Aug. /2018 - Oct. /2020]

- Remote Connection setup
- Setup Web server for App deployment
- Configuring Google Virtual Machines

Customer Care Rep

Oshogbo, Nigeria

[MTN Partner Shop]

[March. /2013 - May. /2014]

- Provide customer support
- Attend to customer complaints
- Stock level management
- Help customers to solve various technical problems on mobile devices and laptops.

EDUCATION

Comptia A+ Certificate [March/2021]

Comprehensive IT program, developed by Comptia that covers entry-level technical support on computer hardware, software, networking, and security with mobile configuration

Google IT Support Professional Certificate [March/2021]

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

MTN Customer Care Representative Training [February/2013]

5 weeks Intensive training offered by MTN that covers customer service support, mobile devices configuration and fixes, mobile devices connectivity, email setup, troubleshooting with hands-on labs

Mathematics & Computer Science [B.Tech] [September/2011]

5 years Degree program, by Federal University of Technology, Minna, Nigeria that covers core computing concepts, operating systems, system modeling and design and comprehensive computer and mathematical knowledge.

TECHNICAL & BUSINESS PROFICIENCIES

Technical: Linux, Windows, MacOS, networking, troubleshooting, cybersecurity, system administration, virtualization, cloud computing, inventory management.

Business: Customer support, project management, business management, process improvement

SOFT SKILLS

- Basic computer architecture
- Operating systems (Windows, Linux, MacOS)
- Application Software [Microsoft Office, QuickBooks]
- Remote connection and virtual machines
- Computer networking [LAN, WLAN, VLAN]
- Software management
- Programming languages [Html, Css, JavaScript, Php, Python]
- Customer service
- Routing concepts
- VPNs and proxies
- Package and software management
- Resource monitoring
- Systems administration/Configuration
- Centralized management
- Implementing/managing directory services
- Data management and recovery
- IT security
- Cryptology/encryption
- IT Systems/Infrastructure
- Network security

PROJECTS

Member Loan Management App [March/2021]

Developed a management solution using Microsoft Excel, to manage members' share and saving, loan disbursement and repayment with member's weekly performance in union meetings—a support work that I provided for my cooperative society.

ADDITIONAL SKILLS

- Experience in ERP system and inventory management system
- Experience in POS application
- Highly experienced in security system installation [cctv, intercoms]
- Experience in Computer hardware
- Experience in Web Application deployment
- Command excellent analytical skills and a logical mind
- Highly motivated to continue learning
- Ability to motivate team and encourage others.