

# **IKUEROWO ABIMBOLA DAMILARE**

**Phone number: +1-(226)-501-8126**

**Email: Ikuerowoabimbola@outlook.com**

**ADDRESS: Apt 13, 121 University Avenue East, Waterloo, Ontario. N2J4J1.**

## **TO WHOM IT MAY CONCERN**

I am Ikuerowo Damilare, a graduate of computer engineering. I have been following your organization for a while now, and I have seen how much the company has grown and is becoming relevant in this era of technology. I would, therefore, like to be a member of your Technical Specialist team. I know a lot about IT services, and I have a lot to offer on a large scale professionally as I am determined to use all my effort in ensuring that I achieve a desirable result. If given this opportunity, I foresee a very long future with the company as I am very keen on growth-personally and company-wise.

Throughout my career, I have developed proven skills in resolving ticket resolution on fresh service and other CRM platforms, fixing occurring problems and incidents, troubleshooting internet connections, and ensuring effective solutions to server and email problems. I also have vast knowledge in software programming and network administrations. With all these knowledge and skills, I hope to leverage into the position role at your company.

After reviewing my resume, I hope you will agree that I am the type of positive and driven candidate you are looking for. I am excited to elaborate on how my specific skills and abilities will benefit your organization. Don't hesitate to get in touch with me at +1 (226) 501 8126 or via email at ikuerowoabimbola@outlook.com to arrange a convenient meeting time.

I appreciate your consideration, and I look forward to hearing from you soon.

Sincerely,

**Ikuerowo Oluwadamilare Abimbola**

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## PERSONAL DATA

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- Sex Male
- Marital Status Single
- State of Origin Ondo State
- Country of Birth: Nigeria
- Country of Residence: Canada

## QUALIFICATION / INSTITUTION ATTENDED

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- 2005 - 2008 Mayflower Junior Secondary School.
- 2008 - 2011 Mayflower Senior Secondary School.
- 2012 - 2018 Obafemi Awolowo University Ile – Ife, Osun State, Department of Computer Science and Engineering. Bsc. Computer Engineering. (Undergraduate).
- 2022 Conestoga College, Kitchener-Waterloo, Ontario, Canada. I.T Business Analysis (Post-graduate)

## RESEARCH/LEADERSHIP PROJECT

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- 2013 – 2016 Cisco Academy, Troubleshooting Networks which include (design and configuration of network related issues). I.N.T.E.C.U O.A.U ile – Ife.
- 2017 IEEE NETWORK AND COMMUNICATIONS
- 2018 Best Football Manager for O.A.U Computer science and technology class of 2016/2017 set.

## WORK HISTORY

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- **2012 – 2013**      **Dabmol Limited. A Distributor of Hp products and repairs in Lagos (Computer village, Ikeja, Lagos state) (NIGERIA).**
  - Repairing faulty hardware parts.
  - Troubleshooting software issues.
  - Customer support.
  - Installing new softwares and operating system.
- **2013 - 2016**      **I.N.T.E.C.U (Information Technology and Communication Unit) Obafemi Awolowo University, Ile – Ife, Osun State. (NIGERIA)**
  - Configuring network hardware like routers, and switches.
  - Upgrading and repairing computer networks.
  - Troubleshooting network issues.
  - Deploying and updating software.
  - Assisting network architects with the design of model networks.
  - Managing servers and their operating systems.
  - Installing and troubleshooting wireless devices.
- **2017**      **WEMA BANK PLC, I.T Department, Wema Towers, 54 Marina Lagos Island, Lagos State. (NIGERIA)**  
**IT SUPPORT INTERN**
  - Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
  - Monitoring and maintaining computer systems and networks.
  - Responding in a timely manner to service issues and requests.
  - Providing technical support across the company.
  - Repairing and replacing equipment as necessary.
  - Testing new technology.

## **NETWORK ADMINISTRATION**

- Manage network security tools like anti-virus, firewall, and intrusion detection system.
  - Configure and maintaining the internal computer network.
  - Identifying, troubleshooting, solving, and documenting network connectivity and performance issues.
  - Installing and supporting telephones and other networked telecommunication devices.
  - Monitoring network performance and optimize the network for optimal speed and availability.
  - Installing and configuring network hardware like routers, switches.
  - Deploy, configure, and upgrade network software.
  - End –user desktop support and maintenance of servers and other networked devices.
  - Using Network sever 2012 R2 environment for VM ware.
- **2019 – 2020** **MINISTRY OF SCIENCE AND TECHNOLOGY AND MANPOWER DEVELOPMENT BAYELSA STATE. (NIGERIA)**  
**IT SUPPORT OFFICER (NYSC)**
    - Maintain the computer networks of the organisation.
    - Providing technical support and ensuring the whole company runs smoothly.
    - Support monitors and maintains the company computer systems.
    - Installs and configures hardware and software, and solves technical problems.

- **2021 - 2022** **High –Tech Data System (NIGERIA)**  
**IT Service Desk Officer at (Sterling Bank Plc)**
  - Support problem identification
  - Identify and diagnose issues and problems.
  - Categorize and record reported queries and provide solutions.
  - Advise users on appropriate course of action.
  - Monitor issues from start to resolution.
  - Escalate, if needed, unresolved problems to a higher level of support.

## **COURSES ATTENDED/CERTIFICATIONS**

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- **ITIL FOUNDATION CERTIFICATE (V4) IN IT SERVICE MANAGEMENT**
- **IT ESSENTIALS CERTIFICATE (CompTiA A+)**

- **CISCO BE YOUR OWN BOSS**

## **PERSONAL PROFILE**

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- Maximum efficiency under minimum supervision.
- Integrity and transparent honesty.
- Self-motivated and target – oriented.
- Adaptive to Diverse Working Environment.
- Good Interpersonal Skills with ability to work effectively in a team.

## **TOP SKILLS**

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- **IT SPECIALIST**
- **IT SERVICE DESK**
- **HARDWARE AND SOFTWARE TROUBLESHOOTING**
- **I.T SUPPORT**
- **FRESHSERVICE CRM PLATFORM**
- **LINUX**
- **Knowledge of Apple and Microsoft operating systems and tools.**
- **Knowledge of MS Office 365, LAN / WAN, and VoIP.**
- **Experience with a ticketing systems**

## **HOBBIES**

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- Reading, Football and Music.

This is to certify that  
**Abimbola Ikuerowo**

Has achieved the  
**ITIL<sup>®</sup> Foundation Certificate in  
IT Service Management**

Effective from **20 Aug 2021**

Expiry date **N/A**

Certificate number **GR671302576AI**

Candidate number **9980042285225156**



Mark Basham, CEO, AXELOS



Panoraia Theleriti, Certification Qualifier, PeopleCert

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