

Stephen Omotosho

Technical Support Engineer / Customer Support



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SUMMARY

As a technical support engineer, I excel in delivering exceptional customer service and have experience in projects ranging from small-scale to multi-million dollar ventures. As a Network Operation Centre Support Engineer at Hatfield Consult Limited, I managed a team of 10 engineers to reduce downtime by 30% with the implementation of a functional escalation matrix. I also trained and managed a team of 3 junior engineers, increasing their productivity by 20%. Additionally, I improved response time by 15% with a new incident management system. Pursuing an AWS Cloud Practitioner certificate with ALX, I am always seeking innovative solutions to challenges and committed to continuous improvement.

PROFESSIONAL EXPERIENCE

Network Operation Centre Support Engineer, Hatfield Consult Limited

Jul 2022 – present
Lagos

- Reduced downtime on managed sites by at least 30% by designing and implementing an escalation matrix with team members, earning my team the Team of the Year award in 2022.
- Proactively prevented outages by capturing and booking alarms on proprietary software and utilizing the escalation matrix, resulting in high service availability and improved user experience.
- Escalated unresolved issues to appropriate technical teams, demonstrating exceptional communication skills and teamwork for timely and efficient resolution.
- Maintained accurate records of incidents and service requests for streamlined knowledge management and improved efficiency.
- Coordinated field teams and provided valuable observations for process review, contributing to continuous improvement and optimization of service operations.
- Professionally handled customer queries and issues regarding outage reconciliation on the WhatsApp forum, resulting in high customer satisfaction and loyalty.
- Collaborated with technical teams to resolve complex issues, contributing to the smooth and efficient functioning of the overall system.

Technical Support Engineer, Alren Construction Co. Limited

Jan 2019 – Jan 2021
Kano

- Provided exceptional first-level technical support to expatriates on proprietary software and applications, ensuring all computer issues were resolved efficiently and effectively through remote or on-site troubleshooting.
- Streamlined onboarding processes by setting up new laptops, email accounts, and user profiles and resolving password issues resulting in a more efficient and seamless employee experience.
- Designed and implemented a professional Excel-based application for tracking vehicle expiration dates, resulting in significant cost savings by eliminating the need to pay fines when vehicles are released from seizure.
- Installed and configured computer hardware, operating systems, software, networks, printers, scanners, and other peripherals, ensuring all systems were set up and functioning optimally.
- Efficiently replaced system parts as required, resulting in minimal downtime and ensuring business continuity.

Computer Instructor & Lab Technician, Best Gift Comprehensive College

Oct 2015 – Mar 2016
Lagos

- Ensured optimal performance of computer systems, routers, switches, and internet, providing daily operations and systems support to students and staff.
- Installed, configured, and maintained computer hardware, software, and peripherals, while efficiently managing IT inventory and conducting electrical safety checks.
- Provided exceptional first-line support and troubleshooting services, achieving a 98% resolution rate and recording all incidents and service requests accurately.

- Demonstrated a passion for programming and constantly exploring new ways to improve computer programs and algorithms, contributing to the organization's innovation.
- Performed administrative duties as needed to support the smooth functioning of IT operations.

Technical Support Officer, Safat Cyber Cafe

Jan 2012 – Jan 2017

Ilorin

- Successfully installed and configured computer hardware, operating systems, software, networks, printers, scanners, and other peripherals, ensuring optimal performance of all systems.
- Efficiently set up a computer LAN for a new outlet while providing quick solutions to IT matters, ensuring minimal downtime and seamless business operations.
- Effectively set up accounts for clients' servers and provided training to operators on logging in and resolving issues, resulting in improved user adoption and satisfaction.
- Demonstrated excellent troubleshooting skills by addressing hardware and software issues in person, remotely, and via phone, using advanced techniques to minimize downtime and ensure business continuity.
- Diligently repaired equipment, checked for electrical safety, and replaced parts, ensuring safety and security for all IT systems.
- Identified the causes of networking problems, using diagnostic testing software and equipment, quickly resolving issues, and improving network performance.
- Successfully planned and undertook scheduled maintenance upgrades, ensuring system stability and minimizing potential issues.

EDUCATION

Higher National Diploma in Computer science, Hussaini Adamu Federal Polytechnic

Oct 2016 – Nov 2018

Kazaure

National Diploma in Computer Science, Kwara State Polytechnic

Oct 2012 – Jul 2015

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SKILLS

Teamwork | Problem-solving | Communicator | Time-management | Record-keeping | Adaptability
 Google Workspace | Slack and Canvas | Microsoft Office proficient | HTML/CSS/JavaScript | IT Support
 Computer Hardware and Software | Technical Troubleshooting | Technical support | Network Operations

LANGUAGES

- English
- Yoruba

CERTIFICATES

- ALX Virtual Assistant Course_ Honors 
- Jobberman Soft-Skills Training

VOLUNTEER ACTIVITIES

EnovateLab Foundation (Shenovate Mentor), Frontend Developer

Nov 2022

Trained a team of 15 female college students to promote and drive a sustainable female-led programmers' movement

Lagos

INTERNSHIPS

Front-end Development & Python at SideHustle

Mar 2022 – May 2022

Frontend Development & Technical Support at Century Technologies

Feb 2022 – Apr 2022