OLUWADAMILARE MOSHOOD

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FULL-STACK WEB DEVELOPER | IT SUPPORT SPECIALIST

Versatile IT Professional with +5 years of technical support, full-stack web development, and computer networking experience across e-commerce and IT service industries. Expertise in diagnosing and resolving complex hardware/software issues, optimizing system performance, and ensuring the smooth operation of IT infrastructures. Pose to leverage extensive IT experience, vast technical competencies, problem-solving skills, computer science background, and managerial acumen to deliver efficient, high-quality solutions that drive productivity and bottom-line growth.

SIGNATURE STRENGTHS:

- ◉ **Tier 1, Tier 2, and Tier 3 Support** – Proven expertise in diagnosing and resolving hardware/software faults, managing computer systems and network equipment, and maintaining security, and cloud infrastructure.

- ◉ **Full Stack Development** – Substantial experience in designing, developing, testing, and deploying new applications and features, creating user-guide and other documentation, and collaborating cross-functionally to deliver MVPs.

- ◉ **Expansive Technical Savviness** – Strongly proficient in AWS, HTML, CSS, PHP, WordPress, TeamViewer, Git, GitHub, Figma, Microsoft Office Suite, Google Workspace, and Agile methodology.

KEY SKILLS & COMPETENCIES

- Technical Support & Troubleshooting
- IT Procurement & Cost Optimization
- Technical Writing & Documentation
- Hardware/Software Maintenance

- Full Stack Development
- WordPress Management
- Performance Optimization
- Computer Networking

- System Administration
- Cloud Architecture
- Security and Compliance
- Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

IT Manager | Crownedgear Luxury   **January 2023 – Present**

Develop and execute comprehensive technical support, technology operations, and IT security strategies by installing and configuring computer hardware and software, monitoring security systems, providing remote and on-site support to resolve technical issues, maintaining the e-commerce store, and managing AWS expenses.

- Boosted website performance by 15% and reduced bounce rate by 10% through e-commerce upgrade.
- Optimized IT operations to generate 30% savings in infrastructure costs through cloud migration and meticulous resource management.
- Managed vendor relationships for equipment repairs and software procurement to ensure cost-effective solutions.
- Consistently maintained seamless operations through prompt technical support, new user account set-up, troubleshooting, and replacement of faulty parts.
- Submitted detailed incident and activity reports while conducting site visits to resolve retail office complaints,
- Facilitated an efficient, secure, and compliant operation by conducting site visits to address retail office complaints and submitting regular incident and activity reports.
- Ensured all access points were functional by resolving technical issues and addressing internet connectivity.

Full Stack Developer & Technical Support Specialist | Fredacom   **November 2021 – December 2022**

Combined development and technical support responsibilities including actively participating in user-centric websites and application development, creating user guides and other technical documents, installing and maintaining hardware and software components, and troubleshooting system and network problems.

- Collaborated effectively with multiple development teams to develop and release 14 new features and design 4 new projects in alignment with product team objectives.

- Significantly contributed to an 80% reduction in deployment time by developing procedural documentation and user guides for in-house applications and systems.
- Collaborated with logistics and inventory teams to streamline e-commerce operations and ensure system integrity.
- Improved system stability and operational efficiency by maintaining desktops, laptops, printers, and other IT equipment, diagnosing software/hardware faults, and replacing faulty parts as needed.
- Provided remote and on-site support to resolve technical issues, and address internet connectivity and Microsoft Office Suite problems.

Graduate Trainee & IT Support | Value Konnect Africa   **February 2021 – November 2021**

Provided technical support to cross-functional departments and customers by installing and configuring computer systems, investigating and resolving hardware and software issues, monitoring CCTV and system networks for security, coordinating critical system upgrades, and supporting new application rollout and migration.

- Consistently maintained a 100% end-user and customer satisfaction rating by delivering excellent customer service, proactively resolving software and hardware faults across the company, and improving website user engagement.
- Minimized downtime by 30% and maintained site consistent availability by performing critical system upgrades and updates, optimizing site data traffic, and leveraging WordPress proficiency to improve website functionality.
- Facilitated smooth transitions and adoption of new technologies across departments by testing and evaluating new technologies and software and creating detailed user documentation for new applications and ERP system rollout.
- Proactively supported end users by conducting remote troubleshooting via TeamViewer, resolving call-outs within an hour, and deploying industry best practices in diagnostics and technical support standards.
- Efficiently utilized Git and GitHub for streamlined version control and collaboration with development teams.

EDUCATION & TRAINING

Bachelor of Science (B.Sc) in Computer Science – Olabisi Onabanjo University, Ago-Iwoye, Ogun State, Nigeria 2015 – 2020