

DAMI OMOTOYE

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HIGHLIGHT OF QUALIFICATIONS

- Fourth-year Computer Science student with hands-on enterprise IT support experience
- Delivered end-user support across Windows and macOS environments, resolving hardware, software and connectivity issues
- Experienced using ServiceNow and ITIL-based workflows for incidents, requests and SLA management
- Supported Microsoft 365, Azure, Active Directory and SCCM environments in corporate settings
- Strong technical documentation skills, maintaining knowledge bases and standardized solutions
- Communicates effectively with non-technical users, providing clear explanations and high-quality customer service
- Proven ability to collaborate in team-based environments while managing multiple priorities independently
- Self-directed learner with strong problem-solving skills in fast-paced environments

TECHNICAL SKILLS

- **Programming languages:** Python, JavaScript, C++, SQL, PHP, Swift
- **IT & Enterprise Tools:** ServiceNow, SCCM, Intune, Remote Desktop, Active Directory
- **Operating Systems:** Windows 10/11, macOS
- **Web Technologies:** HTML, CSS, Bootstrap
- **Databases:** MySQL
- **Version Control:** Git, GitHub

EDUCATION

Bachelor of Science (BSc.) in Computer Science
University of Lethbridge, Lethbridge, Alberta

January 2022 – April 2026

RELATED WORK EXPERIENCE

IT Student End User Support (Co-op)
UFA Cooperative Ltd, Calgary, Alberta

September 2024 – December 2024

- Installed, configured and imaged 50+ laptops and POS devices for deployment and inventory, ensuring standardized configurations and operational readiness
- Resolved daily incidents and service requests through ServiceNow, maintaining SLA compliance and high user satisfaction
- Provided remote technical support using Remote Desktop tools to diagnose and resolve hardware, software, and application issues
- Supported office technology, including workstations, printers, and workplace applications, to ensure uninterrupted operations
- Enforce organizational IT policies and security best practices to maintain data integrity and endpoint security
- Collaborated with cross-functional IT teams to troubleshoot issues, deploy updates and support infrastructure initiatives
- Trained employees on secure and effective device usage, improving adoption and reducing repeat incidents
- Authored and maintained technical documentation and knowledge base articles to improve consistency and onboarding efficiency

IT Support Assistant (Summer Student)**July 2024 – August 2024**

Atlas Trailer Coach Products, Calgary, Alberta

- Diagnosed and resolved hardware, software, network and printer issues reducing downtime and improving operational productivity
- Installed, configured and prepared 20+ workstations and user devices to support onboarding and hardware refresh cycles
- Delivered phone-based and in-person technical support to staff and customers in a fast-paced environment
- Supported office systems including computers, peripherals and basic network connectivity
- Maintained and updated the company website, ensuring accurate and timely content delivery
- Managed structured data entry and record maintenance using Excel to support business operations

ADDITIONAL WORK EXPERIENCE**Sales Associate (Part-time)****June 2025 – Present**

The Children's Place, Lethbridge, Alberta

- Delivered customer-first service in a high-volume retail environment
- Achieved sales targets through proactive engagement and product knowledge
- Maintained operational compliance and store security standards

Building Attendant (Casual)**November 2023 – November 2023**

Lethbridge District & Exhibition, Lethbridge, Alberta

- Supported event setup, teardown and venue preparation for large-scale community events
- Maintained safe operations and organized inventory of tools and materials

Warehouse Associate (Seasonal)**June 2023 – August 2023**

Atlas Trailer Coach Products, Calgary, Alberta

- Supported shipping, receiving and inventory accuracy in a fast-paced warehouse
- Maintained organized stock layout and safe work practices

Administrative Assistant (Part-time)**July 2022 - August 2022**

Trellis Society, Calgary, Alberta

- Managed front-desk operations, client intake and administrative documentation
- Maintained accurate databases and professional client communication

CERTIFICATES & TRAINING

- ITIL® 4 Foundation – AXELOS (Expected 2026)