

Adeyemi Folarin

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PROFESSIONAL SUMMARY

Detail-oriented and collaborative professional with 2 years of experience delivering technical support and resolving complex issues for enterprise clients. Demonstrated attention to detail in troubleshooting and documentation, resulting in a 25% reduction in issue resolution time. Strong foundational cybersecurity knowledge, including familiarity with threat mitigation and network security protocols. Proven ability to work cross-functionally to enhance service delivery and support security initiatives. Seeking an Information Security Intern role to apply technical expertise and contribute to strengthening organizational cybersecurity posture.

WORK EXPERIENCE

AIRTEL

January 2022 - February 2023

Technical Support Representative

- Analyzed customer behavior patterns related to identity theft via spam calls and weak passwords, implementing targeted educational strategies that improved client awareness by 42%.
- Utilized data visualization tools to illustrate operational inefficiencies, supporting strategic decisions that reduced costs by 17%.
- Delivered customized troubleshooting plans aligned with client goals and workflows, enhancing resolution speed by 30% and reinforcing client trust.

MOBITEL

December 2020 - December 2021

Customer Service Representative

- Undertook in-depth problem-solving to translate complex business needs into precise technical solutions, improving client satisfaction scores by 25%.
- Developed and facilitated over 30 targeted support workshops and stakeholder interviews, enhancing knowledge management and accelerating project timelines by 15%.
- Shared strategic insights while crafting tailored messaging for diverse audiences, increasing engagement by 40% in a high-pressure, collaborative environment.

EDUCATION

Krystal-Bal Comprehensive College

April 2020

Seneca College

Expected Graduation: April 2027

Cybersecurity

SKILLS

Communication Skills: Great Interpersonal skills, Active Listening, Good Relationship Building, Negotiation Skills, Documentation, Knowledge management

Technical Skills: Expertise with Microsoft Office Suite, Data analysis, Data visualization

Problem Solving: Efficient Multitasking, Creative Thinking, Process and procedure development

Quantitative and Analytical Skills

CERTIFICATES

Diploma in Information Systems Management | Aptech Learning

April 2022