|  |  |
| --- | --- |
| Adetokunbo Oba | 65 The Cornfield, Coventry CV3 1FD |
| 07488988880 |
| [Adeto.oba96@yahoo.com](mailto:Adeto.oba96@yahoo.com)  www.linkedin.com/in/ade-oba |



# OBJECTIVE

An ambitious, enthusiastic and highly presentable individual who aims to achieve the best out of himself. Ade is an Information and Communications Technology graduate with strong interpersonal and technical skills who achieved a 2.1 on graduation. He enjoys working in high pressure situations to see what he can achieve in a short amount of time and can easily adapt to new environments because he has experienced this environment with his education and exceptional work experience. Able to listen and meet new people and is confident enough to be able to deal with difficult situations in a calm and professional manner with his positive attitude. Has a keen and strong passion about computer, technology and the world around us. As an IT graduate with experience in the ICT industry and a proven track record in designing websites and programming, I am eager to be challenged to grow and develop my Information Technology skills gained through my degree. Ade is presently looking for a suitable job to learn new skills and gain experience.

Available to Start Immediately  
Examples of my web design work can be viewed at:   
<https://shirayryu.wixsite.com/portfolio>

# EDUCATION



## BSc (Hons) Information and Communications Technology 2:1|Nottingham Trent University

SEPTEMBER 2015 – SEPTEMBER 2018

For my dissertation I developed a mobile application with Java that helps users keep track of their dietary plans and allows food adding to count their daily calorie intake.

Dissertation (Individual Project) 2:1

|  |  |  |
| --- | --- | --- |
| *Year 1 - Modules* | *Year 2 - Modules* | *Year 3 - Modules* |
| * Data Analysis | * Practical Project Management | * Advanced Imaging and Display Technology |
| * Computer & Network Fundamentals | * Communications Technology | * Final Year Project |
| * Web Technologies | * Understanding the IT industry | * Wireless & Mobile Communications |
| * Software Development | * Interface Technology and Design | * Mobile Platform Development |
| * Professional Practice | * Internet Application Development | * Serious Games |

A-Levels & GCSE | Blue Coat School & Music College / Stoke Park School

SEPTEMBER 2011 – AUGUST 2015

|  |  |
| --- | --- |
| *A-Levels* | *GCSE* |
| * BTEC Level 3 ICT(**Triple** **Merit**) * Applied Business (**D**) * Italian **(B)** | * 9 GCSE’s A to C (including Mathematics &   English) |

WORK EXPERIENCE



Service Desk Analyst / Service Desk Engineer| PCMS

JUNE 2018 – CURRENT

First / Second line support and request for the biggest clients in the UK such as Ann Summers, Card factory, Chanel, Jack wills, John Lewis, Krispy Kreme, Marks & Spencer, Marston’s, Waitrose, Waterstones, Whole Foods and many more. US/Canada clients include Bass Pro Shops, Best Buy Mobile, Princess Auto and Walgreens. Canada clients Whole Foods Canada.

### My responsibilities include:

* Handle incoming telephone calls; answering with standard greeting.
* Log all fault information from the customer onto the incident management system. To question and diagnose each incident ensuring all details are accurate and meaningful with the correct level of information recorded.
* Log emails from customers as above.
* Apply first time fixes wherever possible before passing incidents to the correct resolving group.
* Monitor all incidents and follow up with resolving groups ensuring SLA’s are achieved.
* Update customers on the status of their incident.
* Resolve and close cases ensuring ownership through to a satisfactory conclusion.
* Perform call-backs to customers to confirm call closure.
* Ensure agreed escalation procedures are followed and appropriate personnel are informed of high priority or potentially high-risk customer problems.
* Log calls with 3rd parties and liaise with them to ensure resolution.
* Handle request of new starters to be added to the company network and Perform new software to be installed on company laptop or desktop devices when requested too.

## Customer Service Co-Ordinator / Administrator | Millbrook Healthcare

JULY 2017 – SEPTEMBER 2017

First point of contact for Millbrook Healthcare who provides healthcare equipment, wheelchair, assistive technology and home improvement agency services to local authorities and the NHS.

### My responsibilities include:

* Answer incoming telephone calls; answering with standard greeting.
* Perform outbound calls to update customers on the status of their incident.
* Provide the correct reference number assigned to each incident to customers and 3rd parties.
* Obtain all faults/information from the customer onto the incident management system. To question and diagnose (when necessary) the faults with the equipment.
* Log emails to various healthcare services to obtain information and updates.
* Passing equipment faults to the correct 3rd party.
* Monitor all incidents, ensuring SLA’s are achieved.
* Resolve and close incidents ensuring the faults have been resolved to satisfactory conclusion.
* Perform call-backs to customers to confirm call closure.
* Ensure the correct escalation procedures are followed to handle high priority customers.
* Monitor alerts from the incident management system and ensuring the incidents are up to date.
* Analyse the data coming from a bar graph showing the availability of engineers to determine whether they can attend certain postcodes. This has improved my quick-thinking skills.
* Collect all the relevant data from the previous day and input the data into an excel database.



|  |  |
| --- | --- |
| TECHNICAL SKILLS |  |
| * **Programming** - C, C#, C+, Java, Javascript, Python, HTML 4 & 5, CSS, XML, Unity 3D. * **Database**- SQL, Firebase, Microsoft Access and Excel. * **Microsoft Office** – Access, Excel, PowerPoint, Word, Teams, Publisher, Outlook. * **Photo & Video Editing** - Adobe Photoshop, Adobe After Effects SynFig, Sony Vegas, Windows Video Editor. * **Perform 1st / 2nd line fixes** - solving IT problem and diagnose the problem with logs if they require more investigating. | * **Smartphones** - Android phones, Windows phones and iPhone. * **Networking** - Cisco Networking. * **Operating systems (OS)** – Windows OS (Windows 7, 8 10), Mac OS and Linux). * **Active Directory** – Created new account on active directory, modify existing account to be added to network drive access and set up for distribution list for emails. Password reset and account unlocking. * **IT Software** – JDA, Dameware, IPscan, Wireshark, CMD, Citrix, VNC, VmWare, Snipping Tool, Bomgar, CBR, SLEPOS, SAP, Cache management, AlltasksIT, IBM Domino, Solar Winds, RDC, Wix, Notepad ++ |

 PROFESSIONAL SKILLS

* **Team Working** - Worked as part of a team to design and develop an online website (Included XML and SQL) for a gaming business. A 2:1 was awarded to the group.
* **Independently** – Can work independently when required. I completed my dissertation independently and achieved 2:1. I worked independently at PCMS/Millbrook Healthcare, resolving and dealing with the majority of the incidents.
* **Planning & Organisation** – Able to plan and use my time wisely. During my time at PCMS I had to log tickets and get them resolved in the SLA time.
* **Flexible / Reliable**– Can be flexible. Able to travel to a location in the UK if required. I commuted during my 2nd year in university. Also, can work evenings / weekends / nights if job requires (I was on the 24-hour shift at PCMS. It included nights, evenings and morning shifts every 3 weeks)
* **Presentation** – During my dissertation I did a presentation and achieved a 1St so I’m confident to present idea’s forward when required.
* **Fast Learner / Adaptable** – Can adapt to a fast-paced environment or to new systems because of my IT knowledge.
* **Quick Thinker / Problem Solving** – Able to think of solutions in a short amount of time. Whilst working at PCMS, there were various Windows problems that users were experiencing; those required quick thinking and problem-solving skills. Each of the incidents handled resulted in a quick fix.
* **Design** – During my studies I have designed many things such as a network for computer, websites and mobile apps. Studied HCI, which helped me increase my knowledge about designing. I am capable to be independent or work with a team if a design project is required.
* **Communication skills** – Able to handle complaints and difficult conversations.

# INTERESTS

* **IT and technology** – I have always had an interesting in IT and technology from an early age due to how technology can change and improve its performance on various platforms and devices so quickly, e.g. mobile phones, tablets, computer components etc
* **Gaming** – This has been a big passion of mine since I played my first console (PS1) and it’s grown from then. I have been to many gaming events and participated in online tournaments because of my interpersonal skills and how I can adapt them into the game.
* **Sports**: Football, Basketball I enjoy these sports because it requires good team work skills and without working as a team it will be harder to score a goal or basket.