Oluyemi Ibukun Favour

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Website Developer
Technical Support | Remote Desk Support | Troubleshooting

Recent IT Graduate offering a strong academic background in IT combined with rigorous experience as a hands-on IT Support Specialist trainee. Consistently recognized for technical trouble shooting skills used to resolve technical issues rapidly and cost-effectively. Technology competencies:

- ➢ **Systems:** CICS/ISPF/Mainframe, Unix, Linux, Windows, Novell, NetWare, Mac OS X, Mobile
- ➢ **Languages:** Visual Basics, SQL, HTML, ASP, CSS, C++, CGI, Perl, JavaScript
- ➢ **Databases:** Oracle, Access, Relational Databases
- ➢ **Software:** MS Project, MS Visio, MS Office

EDUCATION & TRAINING

Bachelor of Science, Information Technology, University of Science and Technology , GPA 3.7/4.0

IT Support Specialist Trainee, TechSkills
- Successfully completed TechSkills rigorous IT Support program. Received 4 weeks of intensive hands-on training and mentorship.
- I have my skills on Bitfinex, TxE summit and others which is posted on my github account .
- **Certifications:** CompTIA A+, HDI-Support Center Analyst (HDI-SCA), Azure, Microsoft365, Office365

PROFESSIONAL EXPERIENCE

Xcjeck Company, Location   Month 2020 – Month 2023
Help Desk Intern
- Spearheaded technical troubleshooting within the enterprise including system crashes, slow-downs, and data recoveries.
- Managed 30+ Priority 1 ticket issues per day. Resolved issues in a timely and cost effect manner, completed all required documentation, and properly closed the ticket.
- Recreated and developed knowledgebase articles for Windows 10 issues, resulting in a 35% increase in first-call resolutions and $5k in annual savings.
- Exceeded issue-resolution targets and achieved exemplary customer satisfaction scores, consistently scoring between 95-100% on all calls which outperformed the average of 90%.

University of Science and technology, Rivers State   Month 2020 – Month 2026
Student Help Desk Technician
- Championed IT, networking, and desktop support to university students. Performed mainframe and account maintenance tasks to 30+ students per week.

TECHNICAL SKILLS

PC Maintenance and Upgrading ▪ Computer and Hardware Maintenance ▪ Operating Systems ▪ Networks ▪ Printers

PERSONAL INTERESTS

Building websites (I've built 2 so far), knitting (I knit outfits for myself often)