

FAVOUR ODIETE

343-553-4614 | ifavourodiete@gmail.com | Ottawa, Ontario.

SUMMARY OF QUALIFICATION

- 3 years of Customer Support experience.
- Strong expertise with Communication Tools (Slack, Zoom, Asana etc.)
- 1 year in Cloud Computing with AWS environment.
- Experienced in standard GitHub actions.
- 3 years conducting application testing, and administrative duties.

EXPERIENCE

Technical Support Analyst

May 2024 - Present

Tedeas Consulting, Ottawa.

- Provide expert-level technical support, troubleshooting hardware and software issues, and resolving client queries via phone, email, and chat.
- Collaborate with cross-functional teams to identify, diagnose, and solve complex system errors, ensuring minimal downtime for clients.
- Document and maintain a comprehensive knowledge base of solutions to streamline future troubleshooting processes.
- Assist in implementing system upgrades, patches, and new applications, ensuring a seamless user experience for end users.

Business Analyst

July 2022 – Apr. 2024

Africa Strategy Advisers, Lagos.

- Gathered and analyzed business requirements through stakeholder interviews, workshops, and documentation reviews, translating them into actionable solutions.
- Developed detailed process flows and system specifications, facilitating the design and implementation of business process improvements.
- Collaborated with IT and business teams to ensure alignment of technology solutions with organizational goals.
- Conducted User Acceptance Testing (UAT) and trained end users on new systems, ensuring successful project delivery and adoption.

LICENSE & CERTIFICATION

Amazon Web Services (AWS)

AWS Certified Cloud Practitioner

Jan. 2025

EDUCATION & TRAINING

Bachelor of Science

Physiology, University of Benin, Benin, Nigeria.

Aug. 2016