

Efe-Ogege Olusegun Ovie

IT Administrator

Newark, NJ - Email me on Indeed: [indeed.com/r/Efe-Ogege-Olusegun-Ovie/72cefa6c7154474c](https://www.indeed.com/r/Efe-Ogege-Olusegun-Ovie/72cefa6c7154474c)

WORK EXPERIENCE

IT Administrator

5LINX COMMUNICATION SERVICES LTD - Lagos -

2010 to 2016

Manage and support SMS and Voice broadcast platforms. Handled technical troubleshooting. Manage customers on MySQL. Work with technical partners to resolve system crashes, slow-downs and data recoveries. Engaged and tracked Priority 1 issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure. Generate daily and monthly reports on platform usage. Responsible for the management of key accounts - Skye bank, Wema bank, Alico, AB Microfinance bank, Goldlink Insurance, Niger Insurance, and Total Health Trust. Also, manage and update the contents of the company website whenever the need arises.

Selected Contributions:

- Researched and brokered a deal with Infobip one of the world's leading SMS provider resulting in increased profit for the organization and making us more competitive in the market because we now buy cheaply and directly from the provider.
- Develop a monthly SMS usage report using Excel which help management plan ahead which has helped tremendously in managing our customers.

IT Administrator

VISION VENTURES LTD - Lagos -

2007 to 2010

Responsible for installation, configuration and support of Coretalk CRM software. Also, conduct training for customers both on site and off site. Liaise with technical partner - Wireless Business Pty, SA to resolve complex technical issues.

Selected Contributions:

- Brokered a deal with MTN, Nigeria to install Coretalk CRM software in the 10 regional offices including the headquarters in Lagos, Nigeria which helped with their CRM activities.
- Install Coretalk CRM software in Schlumberger, Port Harcourt, Nigeria which was heavily used as a vital information dissemination tool to warn their staff of attacks in the Niger Delta region.
- Awarded the best staff of the year

Available for Travel

EDUCATION

BSc in International relations

LAGOS STATE UNIVERISTY

CERTIFICATIONS/LICENSES

Oracle Certified Professional