

OLALEKAN OTELE

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IT Support Specialist | 3+ Years' Experience | Hardware, Software & Network Support | Strong Customer Service Focus

SUMMARY

Results-driven IT Support professional with over 3 years of proven experience delivering high-quality technical support, infrastructure management, and operational excellence within respected organizations. Adept at managing hardware, software, network systems, and end-user support while maintaining high service standards. Known for clear, effective communication and the ability to collaborate with cross-functional teams to resolve issues efficiently and uphold business continuity.

Demonstrates expertise in diagnosing complex technical problems, implementing proactive solutions, and escalating critical issues promptly to minimize downtime. Proficient in modern web technologies including HTML, CSS, JavaScript, and frameworks like React and Tailwind, enhancing technical versatility and the ability to support web-based systems and applications. Dedicated to continuous improvement in IT service delivery and customer satisfaction.

SKILLS

Technical Skills	Hardware and Software Troubleshooting Network Support (TCP/IP, DNS, DHCP) Active Directory VPN and Remote Access Office 365 Google Workspace HTML, CSS, JavaScript Version Control (Git) Ticketing Systems (Jira, Zendesk) Software Installation and Updates Basic Security Protocols
Soft Skills	Leadership and Team Communication Critical Thinking and Problem Solving Strategic and Long-Term Planning Training and Mentoring Team Members Time Management and Prioritization Analytical and Diagnostic Skills Receptive to Feedback and Continuous Learning Customer Service and Relationship Management

EXPERIENCE

IT Support / Administrator Tequila Nigeria Limited (Hybrid)	Nov 2021 - Present <i>Lagos, NG</i>
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- Established and managed electronic and paper-based filing systems for efficient information retrieval.
- Utilized computer software for administrative tasks and client record organization.
- Resolved an average of 20+ technical support requests per week, maintaining a 95% end-user satisfaction rate.
- Successfully demonstrated swift problem-solving abilities by promptly addressing hardware and software issues, minimizing downtime, and ensuring seamless operations.
- Conducted maintenance tasks to optimize IT infrastructure performance.
- Evaluated and resolved IT requests and issues physically, by phone, and by email.
- Identified operational inefficiencies and spearheaded initiatives to implement improvements, resulting in cost savings of 15%.

IT Support / Administrator Divergent Marketing Services	Apr 2020 - Oct 2021 <i>Lagos, NG</i>
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- Generated attendance reports from device-generated data.
- Addressed hardware and software issues promptly.
- Managed user accounts and access rights in Active Directory.
- Assisted in LANs and Wi-Fi network design and management.

- Identified and implemented operational efficiency improvements.

IT Support

Monetium Nigeria Limited (Contract)

Sep 2018 - Mar 2020

Lagos, NG

- Provided technical support, troubleshooting hardware and software issues.
- Installed, configured, tested, maintained, and upgraded computer systems and network equipment.
- Deployed new PCs and laptops, including OS installation and software configuration.
- Conducted general maintenance and repair tasks.

EDUCATION

Higher National Diploma Computer Science, Yaba College of Technology, Yaba, Lagos State	2021
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National Diploma Computer Science, Federal Polytechnic Ado, Ado- Ekiti	2017
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CERTIFICATIONS

Microsoft 365 Certified: Modern Desktop Administrator	(in-view)
ALX AI Career Essentials (AiCE)	ALX 2024
Introduction to Microsoft Excel	Coursera 2023

EXTRA-CURRICULAR ACTIVITIES

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- Consistently contributing to [Twitter](#) for ongoing engagement and participation in a learning community focused on personal and professional development.
 - Connecting for networking purposes and fostering a collaborative community of creative minds with similar mindsets

LEADERSHIP

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- Volunteer for the [Lagosfoodbank Initiative](#) Also, I mentor more than 10 kids and adults, offering advice and inspiration from my experience. I also help facilitate online events and career discussions with a team of volunteer moderators.
 - Volunteer, Media Unit - Media Unit [House On The Rock](#) , recently joined the Rock Media Unit to support technical operations, production, troubleshoot media systems, assist with virtual event setup, and collaborate with team members, while actively building IT support, leadership, and problem solving abilities.