**OLUWOLE IDOWU MOSES**

ADDRESS: 1 Austin Obasuki Street, off Laspotech first gate Ikorodu Lagos.

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OBJECTIVES: Creating a positive value through innovation, implementation as well as using the skills acquired to achieve organization allows for

development.

PERSONAL DATA Date of Birth August 23 1992

Nationality Nigerian

Marital Status Single

SKILLS & ABILITIES

* In-depth knowledge of Windows Environments.
* Active listening skills.
* In-depth knowledge of teleconferencing and EXCO meeting room setup
* Knowledgeable on Microsoft Office 365 and Exchange online services.
* Ability to adapt and learn new technology
* Excellent technical, diagnostic, research and troubleshooting skills.
* Knowledgeable in Computer Repair
* Technical Knowledge of Windows and Linux Environments.
* Skilled in Advanced Microsoft Excel and word processing.
* Excellent customer service skills.
* Verbal and Written Communication skills in English language.
* Ability to work well independently and as part of a team player.
* Hands-on knowledge of SQL and Oracle.
* Excellent numerical, analytical, leadership and communication skills
* Skilled in modern web development using php, JavaScript HTML, CSS and Laravel, C#, Java, servlet, jsp.
* Knowledge on unit testing.
* Result-oriented, target driven and able to take responsibilities
* Ability to work with little or no supervision.
* Technical report writing skills
* Ability to work independently and as a team player.
* Adaptation and self-motivation
* Experienced on window server
* Experienced in graphics designing

PERSONAL STRENGTH

* Goal driven and self -motivation
* Enthusiasm, committed and motivation
* Assertiveness

Experience and Certificate

**Stanbic Ibtc Bank**  13 March 2021- till date

Position: IT Support Officer.

**Responsibilities**

* Providing a first and second level IT support in Stanbic Ibtc Bank(Standard Bank Group).
* Offering a professional support to all Microsoft accesses and Applications issues.
* Troubleshooting of a network NAC issue on PortNox and ensuring all systems are complaint.
* Creating and mapping a new system to the company AD(Active Directory) on QstarServer ADMIN.
* Running SCCM on user PC to enhance Microsoft patches update.
* Running of gpupdate on the client PC.
* Periodic archiving of the user’s email on the cloud for backup and quick file recovery.
* Attending to the Chief Executive, Executive Director, Managing director and Stanbic Ibtc staff hardware and software issues.
* Making sure that all staff have all their working tools up and running.
* Degrading and requesting a new system to the Bank user.
* Using JIRA software for project management
* Troubleshooting the staff systems for smooth operation.
* Take ownership of customer issues reported and see problems through to resolution.
* Demonstrated a high level of professionalism and customer service skills.
* Provided technical assistance and support to customers via various channels (phone, email, chat).
* Remote technical support for clients with the use of DFM, RDP, Quick Assist, Teams and AnyDesk.
* Troubleshoot Azure AD Connect synchronization issues between active directory and Microsoft 365 (Cloud).
* 365 application deployment for clients across Windows and MAC.
* Diagnose and troubleshoot technical issues, including account setup, Office 365 subscription purchase.
* Follow up with clients to ensure their software are fully functional after troubleshooting.
* Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
* Collaborated with development and quality assurance teams to communicate and resolve product issues.
* Effectively managed and escalated complex issues to higher-level support or development teams.
* Follow the SLA for issues with respect to the severity while consistently meeting or exceeded key performance indicators (KPIs) such as customer satisfaction scores, and first-call resolution rates.
* Conducted product training sessions for both internal teams and customers.
* Trained and monitor new engineers on support procedures.

**STANBIC IBTC 2019 – June 19 2021**

Position: Trade Officer/ Fx trade Front-End Officer.

**Duties and responsibilities**

* Attending to customer’s trade related request and other customer’s enquiries over the mail.
* Providing a swift response to customer’s enquiries or channeling the request to the appropriate team for dealing.
* Sending trade obligations report to customers on weekly basis.
* Validating customer’s instructions for FX (Foreign Exchange) purchase.
* Channeling customer’s instructions to global market for FX purchase.
* Validating customer’s instructions for form M processing.
* Processing form M based on customer’s instruction on Nigeria single window trade portal.
* Generating a draft form M for customer, so as to allow them check and correct what has been filled online before submitting on the portal.
* Giving update on customer’s form M status.
* Sending a follow up mail to NCS to fast track the registration of customer’s form M.
* Sending NCS registered form M to the customer.
* Validating of customer’s instruction for PAAR (shipping) processing.
* Filling of PAAR on behalf of customer’s on Nigeria single window trade portal.
* Sending NCS issued PAAR to the customer

**SB Telecoms and Device** August 2016 - 2017

Position:Trainee Programmer

**Responsibilities**

* Designing a canteen management solution with co developer to solve a major clients canteen management problem.
* Brainstorming with the programming team to design a workable process for the client and the company.

**Data Science Nigeria Plc** January 2014 – January 2015

Position: IT support Technician

**Responsibilities**

* Setting up a server room with a co-networker for waec e-marking exercise.
* Troubleshooting the DRS OMR scanning machine in waec office for smooth running.
* Reporting the faulty part of the system for quick fix.

INSTITUTION ATTENDED WITH DATE

**UNIVERSITY OF IBADAN** 2018

B.sc. Computer Science (Second Class Lower)

**MOSHOOD ABIOLA POLYTECHNIC**  2013

OND Computer Science (Upper Credit)

**ADENRELE HIGH SCHOOL** 2010

West African Examination council (GCE)

ADDITIONAL CERTIFICATION

NYSC April 2018 – March 2019

Diploma in Desktop publishing 2010

Basic Banking operations (FITC) 2019

Six Sigma foundations ( Linkedin Learning January 2021)

Persuasive selling (Linkedin learning August 2021)

Effective listening (Linkedin learning May 2021)

Communicating with Empathy (Linkedin learning April 2021)

How to work smarter not harder (Linkedin learning January 2022)

Problem solving and troubleshooting (Linkedin Learning January 2022)

The Six morning habits of high performers (Linkedin Learning January 2022)

Proritizing at work (Linkedin learning January 2022)

Problem solving techniques (Linkedin Learning May 2021)

Writing with impact ( Linkedin Learning January 2021)

Digital Transformation Foundation ( Linkedin Learning Septenmber 2023)

Learning ITIL(2019) ( Linkedin Learning January 2023)

Linkedin profile--https://www.linkedin.com/in/oluwole-moses-902440117/

REFREES

On request.