Moboluwarin Jibola-Shittu

Information Technology (IT) Support Specialist

jibolashittubolu@gmail.com

EXPERIENCE

IT Instructor (Volunteer)
08/2023 - 06/2024

Royal Kriston College ↗

- Tutored students about standard IT practices and principles.
- Provided instruction on IT support services, career paths, and cybersecurity fundamentals.
- Evaluated and graded student performance to provide constructive feedback.
- Instructed students on building, repairing, and maintaining basic IT hardware systems.
- Taught database management systems (DBMS), including operations, security, and maintenance.
- Educated students on IT policies, safety methods in IT
- Conducted practical sessions to enhance hands-on experience and understanding.

Student Researcher / IT Support Intern
01/2022 - 08/2023

Obafemi Awolowo University ↗

- Developed and managed a department's repository using web tool methodologies such as React, Node.
- Provided IT support, including troubleshooting hardware and software, and performing maintenance and repairs.
- Conducted data collection, entry, and analysis for research projects.
- Assisted with fieldwork and project implementation.
- Deployed and managed servers, optimizing performance and security.
- Performed penetration testing and addressed security vulnerabilities.
- Contributed to IT policy development and dissemination.

Technical Support Intern
07/2021 - 01/2022

Hoop Telecoms Ltd. ↗

- Interfaced with customers to gather preliminary data for investigating outages.
- Maintained IT systems and infrastructure within the organization.
- Troubleshot hardware devices and integrated software solutions.
- Conducted periodic backups and optimized critical systems.
- Logged, documented, and reported system issues for prompt resolution.
- Managed database information to ensure data consistency and security.
- Trained users on best IT practices and adherence to guidelines.
- Identified and patched security gaps, disseminating IT guidelines to staff and users.

EDUCATION

Computer Science with Economics
04/2017 - 08/2023

Obafemi Awolowo University - Bachelor's Degree (Second Class-Upper Division)

- Techniques in Data Analysis
- Operations Research
- Information Technology
- IT Support and Troubleshooting
- Database Management Systems

CERTIFICATES

Google Digital Skills (Fundamentals)   05/2024
Google LLC

B.Sc Computer Science with Economics   08/2023
Obafemi Awolowo University

Microsoft Azure Fundamentals   01/2021
Microsoft

SKILLS

IT Support   Customer Service

Technical Support   Team Player

Troubleshooting   Technical Training:

Microsoft Office   Attention to Detail

Windows   Software Development

Database Management   Critical Thinking

Security Practices, System Maintenance   Communication, Problem Solving