

John A. Oliyide

SCAN ME



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Skills

- **Languages:** Yoruba
- **Software:** Microsoft Office Suite & Configuration Management Software
- **Networking:** Setting Wi-Fi Network Modems

Experience

Apple Inc.

Genius

Columbia, MD

March 2023 - Present

- 90% repair quality success with iPhone repairs and Mac
- Proficient in Mobile Genius, Repair Central and GSX repair management softwares
- Average assisting about 25 clients a day
- Able to troubleshoot software issues within the MacOS system
- Engage with customers with patience and empathy to provide answers and concerns
- Maintain composure when helping frustrated customers, ensuring to actively listen to issues at hand
- Educate customers on Apple's products and services to enable them to use them to better their lives
- Mentor and provide feedback junior technicians on software troubleshooting, hardware repairs, and customer interactions
- Promote a positive team dynamic by building rapport, while valuing differences
- Partner with management on how newer team members can achieve performance goals and drive quarterly results

Technical Expert

Columbia, MD

October 2017- March 2023

- Proficient in Mobile Genius , Repair Central and GSX
- Technical Expert- 95% repair quality success
- Proficient in Mobile Genius
- Familiarity with iPhone and iCloud software troubleshooting
- Able to repair customer relationships when experiencing difficulties with their Apple products and/or Genius Bar experiences
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Allegis Group Corporate Services

Configuration Technician / Intern

Hanover, MD

January 2016 –September 2017

- Configure Computers on Windows 7 platforms
- Troubleshoot computer problems that may occur
- Repair damaged components of asset body
- Proficient in ticketing system known as CA

- Experience in BitLocker encryption, and Active Directory

First Healthcare Consultant

Assistant

Laurel, MD

August 2014 – March 2015

- Collaborated with the management team by corresponding with clients for contracts, for medical training such as CPR training and also IV

Education

Bowie State University

Computer Technology

Bowie, MD

August 2019 – present

- Earned majority college credits towards bachelors' degree 4 courses remaining to complete program
- Courses pertaining to network administration, technical support, back up support, security management, email systems, applications and client/server hardware support

Year Up / Baltimore City Community College

Information Technology Training/ Associates Degree

Baltimore, MD

August 2015 – July 2016

- Year Up is a leading one-year career development program with 250 corporate partners around the country; the program includes college-level courses, professional training, and a six-month internship
- The Information technology training trains student on computer software, and hardware, along with customer service training for the professional work place.
- Earning 24 college credits towards a Certificate in partnership with Baltimore City Community College
- Relevant courses include: CISS 109, BCAP 104, BCAP 270

Strategic Intelligence Tech Institute

Microsoft SQL Server 2008

Laurel, MD

March 2016 – July 2016

- Implementation and maintenance to database to increase better performance to the database instance and network environment.
- Failover Clustering
- Database Mirroring