Isaac Igbekele Idolor

IT Site Support | IT Support & Infrastructure

CONTACT INFO

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EXPERTISE

Programming Language:

V#, JavaScript, R, C++, HTML, CSS, Python, SQL.

Libraries & Frameworks:

Pandas, NumPy, Scikit-learn, Matplotlib, Seaborn, NumPy, MySQL, PostgreSQL, Bootstrap.

Software's:

Google Data Studio, Adobe Illustrator, MongoDB, Tableau Microsoft Excel, Visual Studio, Power BI, Thony Software.

CORE COMPETENCIES

- IT Site Support
- End-User Support
- Incident & Problem Management
- IT Infrastructure
- Network Administration
- Hardware & Software Troubleshooting
- ERP Systems Support
- IT Documentation
- Continuous Improvement
- Stakeholder Support
- Data Analysis

PROFESSIONAL SUMMARY

IT Site Support and IT Support Officer with over 4 years of experience providing frontline technical support, managing IT infrastructure, and ensuring system availability in operational environments. Skilled in incident management, hardware and software troubleshooting, network administration, ERP support, documentation, and continuous improvement aligned with ITIL best practices.

WORK EXPERIENCE

ICT & DATA ANALYST — Cornerstone Energy Limited

Feb 2024 – Present

- Provide frontline IT support to over 100 users, resolving hardware, software, and network incidents with minimal downtime.
- Manage and monitor IT infrastructure ensuring system availability and security.
- Maintain 99.9% network uptime through proactive monitoring and troubleshooting.
- Support ERP systems and business applications used for daily operations.
- Implement data backup and disaster recovery procedures.
- Maintain IT policies, technical documentation, and incident records.
- Collaborate with business stakeholders to identify process improvement opportunities.

WEB & DATA DEVELOPER — Sokonu Energy Limited

Jan 2020 – May 2022

- Supported website development and maintenance activities.
- Implemented responsive UI components and resolved system bugs.
- Developed and automated monthly financial and operational reports using Python and SQL, reducing manual effort by 30%.
- Provided analytical support for evaluating production trends and identifying performance gaps across projects.
- Contributed to technical documentation and reporting frameworks for management decision-making.

ICT SUPPORT (SIWES) — Heritage Energy Operational Services Limited (HEOSL)

Jun 2019 – Jan 2020

- Assisted the IT department in maintaining and troubleshooting systems across production and administrative units.
- Supported data entry, backup, and documentation processes for technical teams.
- Helped monitor and ensure reliable network and system uptime to aid operational efficiency.
- Participated in departmental meetings, gaining exposure to production data and portfolio planning processes.

EDUCATION

B.Sc. Computer Science — Federal University of Petroleum Resources, 2021

Design, Monitoring & Evaluation for Programming — United States Institute of Peace, 2020

CERTIFICATIONS

- Data Analysis with Pandas (Python) – Udemy
- Microsoft Excel Pivot Tables & Formulas – Udemy
- Digital Marketing Fundamentals – Google Garage
- Project Management (PMI CAPM Track) – Project Management Institute
- IMS of ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Awareness Training
- Documentation Training – D'ARK GLOBAL RESOURCES LTD.