

# Osele Kenechukwu Alexander

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A highly motivated 400-level Engineering student at Covenant University with a strong foundation in technical and analytical skills, seeking an opportunity in the IT department of this reputable organisation. My previous experience as a front desk receptionist has honed my exceptional customer service abilities and organizational skills, where efficient communication and problem-solving were key. I am eager to leverage my solid academic background in engineering and practical experience to contribute to IT projects and support initiatives that drive operational excellence and innovation. I am known for my keen eye for detail, proactive approach to challenges, and commitment to continuous learning and professional growth.

## Experience

JULY 2024 – SEPTEMBER 2024

**SYSTEM ADMINISTRATOR INTERN**/FIRST CITY MONUMENT BANK (FCMB), Marina, Lagos State.

- Participated in the management of collaboration tools, sending emails and resolving issues as required.
- Helped resolve minor issues concerning user accounts in the active directory, Microsoft Entra Entry, and user licensing policies and traced the delivery of mail.
- Participated in managing and maintaining the bank's servers and built a standard proficiency using VMware.
- Participated in resolving issues involving backup and storage, helping to build proficiency with Linux Operating Systems.

MARCH 2024 – APRIL 2024

**FRONT DESK RECEPTIONIST**/Eye Affairs Clinic and Optical Services, Oshodi, Lagos.

- **Managed Appointments:** Used the centre's scheduling system to set up, modify, and confirm patient appointments.

Managed the calendars and appointment availability of healthcare providers by coordinating with them.

- **Preserved patient data:** Gathered and validated patient data, such as insurance, medical history, and personal information.  
Complied with HIPAA regulations by making sure patient records were current and accurate. Incoming calls were answered, patient questions were addressed, and calls were routed to the proper departments.  
Promptly returned calls and handled voicemails.
- **Billing and Payment Processing:** At the time of service, I collected co-pays, deductibles, and other fees.  
Kept thorough records of all financial transactions and supplied receipts.

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## Skills and Certificates

- ✚ Leadership and Conflict Management skills
- ✚ Time Management Skills
- ✚ Software techniques proficiency in
  - Java
  - Python
  - SQL
- ✚ Good Networking and Public Speaking Skills
- ✚ Effective Team Player with Creativity and Innovation

## CERTIFICATIONS

- ✚ CCNAv7: Enterprise Networking, Security, and Automation,
- ✚ CCNAv7: Switching, Routing, and Wireless Essentials,
- ✚ CCNA: Introduction to Networks
- ✚ Microsoft Learn: Cloud Computing and Azure
- ✚ Prompt Engineering

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## Education

NOVEMBER 2021- AUGUST 2026

[Bachelor of Engineering, Computer Engineering](#)/Covenant University, Ota, Ogun State.

SEPTEMBER 2014- AUGUST 2020

[Graduated Summa cum laude](#)/Command Secondary School, Ipaja, Lagos

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## INTERESTS

- **Coding and Programming:** Take pleasure in creating open-source or personal projects and learning new programming languages.
- **Cybersecurity:** Enthusiastic about security procedures, ethical hacking, and defending digital systems against attacks.
- **Machine learning and artificial intelligence:** interested in creating algorithms, constructing neural networks, and investigating AI applications.
- **Web development:** Passionate about using front-end and back-end technologies to create responsive websites.
- **Game Development:** Enticed by making interactive games and investigating the mechanics and principles of game design