

# YUSUPH KEHINDE

Ilorin, Kwara | itzhorlah@gmail.com | 08165799136 |

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## PROFILE

Reliable Employee & Eenthusiastic Officer with energetic and resourceful information technology professional eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Ability to cultivate key client relationships for multiple campaigns in diverse industries. Expertise in client services and relationship-building. Motivated to learn, grow and excel in I.T industry.

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## WORK HISTORY

### Kesatech I.T Solutions, Ilorin, Kwara

June 2021 – Present

#### Position: Tech Associate

- Resolve problems, improve operations and provide exemptional service.
- Identify issues, analysis information and provide solutions to problems.
- Maintain financial accounts by processing customer adjustments in a professional manner.
- Increased customer base by 30% during the year 2018 due to the delivery of quick service.

### Tentoy ICT Center, Ilorin, Kwara

May 2018 – October 2019

#### I.T Support Specialist

- Performed troubleshooting and diagnosis on malfunctioning equipment.
- Observed equipment operation to diagnosis and troubleshoot reported issues.
- Collaborated with the team to quickly resolve customer complaints with the appropriate action.
- Effectively managed approximately 100 incoming calls daily.

### Kwasrat Computer Institute, Ilorin, Kwara

June 2017 – January 2018

#### Intern

- Took meeting notes and compiled paperwork to support department.
- Produced high-quality communications for internal and external use.
- Assisted with projects by applying strong analytical skills and studies.

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## EDUCATION

### B.Sc, Information and Communication Science

Present

- **2:1, Second Class Honours, Upper Division**

University of Ilorin, Ilorin.

(2019 – present)

### SSCE, National Examination Council

2017

- **Senior Secondary School Certificate Examination**

Government Day Secondary School Odo-Okun, Ilorin

(2011 – 2017)

### FSLC, First School Leaving Certificate Examination

2011

- **Common Entrance Examination**

B.B Nursery and Primary School, Ilorin

(2007 – 2011)

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## CERTIFICATION/TRAINING

### Academy Halogen Cyber Security Training Certification

2022

### Jobberman Soft Skills Training Certification

2022

### TechNexus Web Development Training Certification

2021

## OFFICE HELD/VOLUNTEER EXPERIENCE

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**Information and Communication Science Student Association – *Software Director*** January 2022 – August 2023

- Organized and supervised tech event (TechNexus) four courses of 20 plus people to ensure successful project.
- Mentored fellow students regarding starting or levelling up various digital skills.

**Lerry Leads - Youth Mentoring Organization** May 2018 - November 2018

- Worked as a volunteer youth mentor to empower and support children.
- Developed productive after school activities for young adults to reinforce positive learning.

## PROFESSIONAL MEMBERSHIPS

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- Information and Communication Science Student Association (November 2019 – present)
- International Model United Nation (August 2022 – present)
- Information System Audit and Control Association (June 2022 – September 2022)

## SKILLS AND INTERESTS

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- **Project Management**
- Excellent organisational skills
- Highly Proficient in Computer applications; (MS: Word, PowerPoint, Excel and Google Apps)
- **Good Problem Solving Skills**
- Stakeholder Management
- Analytical and Critical thinking
- **Strength:** Data Analysis, Programme Implementation, Training and Facilitation
- **Interest:** Education, Employability, Sport and Research

## REFEREES

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Available on request