

OLANREWAJU KANMI KAYODE

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PROFESSIONAL SUMMARY

IT Support Specialist with 5+ years of experience providing technical assistance, troubleshooting, and user-focused support in fast-paced environments. Skilled in resolving hardware, software, and network issues, documenting incidents, and improving system reliability. Known for strong communication, quick problem-solving, and delivering clear solutions that keep users productive. Seeking to contribute to a corporate IT team where efficiency, customer service, and reliability matter.

TECHNICAL SKILLS

- Operating Systems: Windows 10, Windows 11
- Productivity & Support: Office 365, End-User Support, Troubleshooting
- Networking & Databases: Networking Fundamentals, SQL
- Programming & Web: Java, C#, PHP, HTML/CSS/JavaScript
- Ticketing Systems: ServiceNow, eSMT
- Tools & Platforms: Remote support tools, basic Linux/Unix, system monitoring tools

WORK EXPERIENCE

End User IT Experience Analyst — Ontario Government

Jan 2025 – Aug 2025

- Delivered technical support for 500+ end users, ensuring seamless daily IT operations.
- Diagnosed and resolved hardware, software, and network issues, improving reliability and reducing average ticket resolution time by 20%.
- Supported Office 365, Windows devices, enterprise applications, and authentication systems.
- Collaborated with cross-functional IT teams to streamline workflows and support system updates.

- Communicated clearly with users, building trust and minimizing downtime.

Customer Service (Technical Support Team) — WiFiber Broadband Unlimited

Nov 2018 – Aug 2023 | Lagos, Nigeria

- Resolved customer technical issues through system checks, troubleshooting, and remote diagnostics.
- Assisted customers via phone, email, and live chat, ensuring timely and accurate resolution of service disruptions.
- Performed remote resets and configuration updates to maintain 99% uptime on customer connections.
- Monitored hubs, switches, and server links to ensure service stability.
- Managed and updated customer database records to maintain accurate technical information.

EDUCATION

Diploma — Computer Systems Technician (Software Support)

Mohawk College of Applied Arts & Technology

Sep 2023 – Dec 2025

Coursework: Object-Oriented Programming (Java/C#), Data Structures & Algorithms, Software & Quality Testing, Linux/Unix Administration, Database Systems (SQL), Networking Fundamentals, Web & Mobile Development.

CERTIFICATIONS

- CompTIA A+
- ITIL 4 Foundation
- Standard First Aid & CPR
- Ontario Health & Safety Awareness

SOFT SKILLS

- Incident management and technical documentation
- Strong problem-solving and analytical ability
- Clear, user-friendly communication

- Team collaboration and cross-department support
- Time management in high-demand environments
- Adaptability to new technologies and IT tools

ACADEMIC PROJECTS

Inventory Management System (Java, OOP)

Built a Java-based inventory system using object-oriented principles, interfaces, abstract classes, and exception handling. Implemented add/remove/search features and organized application structure using best OOP practices.

React Native Mobile App – PokéMon Lookup App

Developed a mobile application that fetches and displays PokéMon data using live API calls. Implemented search functionality, organized UI components, and optimized state management for smooth performance.