

# VICTOR AIYEWUMI

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## Summary

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Highly disciplined and dedicated graduate with the ability to blend into any work environment, to achieve excellence in career Pursuit through strategic thinking, challenge seeking and change driving initiative in an organization with the aim of meeting the Organizational goals.

To work in an organization that offers opportunities for learning, Growth and expansion of horizon while creating and adding superior value through my acquired skills.

## Work History

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**SOFTWARE SUPPORT OFFICER** – Intuitive Global Healthcare System, Lagos.  
September 2020 – July 2021

- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution in logs
- Follow-up and update customer status and information
- Pass on any feedback or suggestions by customers to the appropriate internal team
- Identify and suggest possible improvements on procedures.

In this very busy role for a software company, there was constant need to give clients utmost help software performance efficiency. Quite often I was required to work alone and I have therefore developed the ability to take responsibility and use my own initiative.

In addition, dealing with all web and internet based complaints right through to resolution. Also providing help remotely and most times over the phone. This has helped me develop strong communication and negotiation skills.

**I.T ADMIN/SYSTEM ADMIN (NYSC) – Gee-Lite Technological Services, Aba, Abia**  
**January 2019 – November 2019**

- Installed and configured computer hardware, software, systems, networks, printers and scanners
- Operating System Installation and Upgrade
- Maintained network and Usage controls and policies
- Set up new users account
- Monitored and maintained computer systems and networks
- Responded in a timely manner to service issues and requests and SLA from customers
- Provided technical support across the company
- Network troubleshooting
- Solving software and hardware faults
- System and software upgrade

## **Education**

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**TAI SOLARIN UNIVERSITY OF EDUCATION** 2018

*B.Sc. (Ed) Computer Science – 2<sup>nd</sup> Class Upper*

**ST. ANTHONY’S GRAMMAR SCHOOL, IJEBU-ODE** 2013

*West African Secondary Certificate Examination – 9 Subjects*

## **Skills**

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- Possess good Interpersonal skills through the ability to contribute effectively in team events
- Clearly displays the ability to develop new skills and knowledge and has the capacity to take onboard additional learning
- Excellent communication skills
- Excellent knowledge of social media usage
- Hands on approach
- Displays ability to set goals, prioritize and multitask
- Service oriented
- Strong computing skills displayed through proficiency in Microsoft Office Packages including Word, Excel and PowerPoint.
- Front End Web development
- Good knowledge of web hosting
- Content Management System
- Detail Oriented