IYOWU MUYIWA OLABODE

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PROFILE

Post-graduate student of Computer Networks Administration and Management at the University of Portsmouth, with a Bachelors degree in Computer Engineering. Possess extensive training and knowledge in modern ICT technologies with experience in Technology and customer service. Seeking a position with the opportunity to utilize said skills and gain valuable experience.

EDUCATION

2015 – present. University of Portsmouth, Portsmouth, UK.
MSc Computer Network Administration and Management (in view)
Modules include:

- Communication Security
- Unified Communications
- Network Design and Management
- Data Communications and Networking
- Client Server Network Architecture
- ICT Configuration and Administration

2006 – 2011. Covenant University, Ota, Nigeria.
BEng Computer Engineering
Modules included:

- Computer Organization and Architecture
- Entrepreneurship Development
- Cyberpreneurship and Cyber Law
- Software Engineering
- Probability and Statistics
- Object Oriented design and Programming
- Computer Aided design and Architecture

Final year Project

- Designed and implemented an Online Radio portal for the University accessible via the University Intranet.
- Project's scope involved a streaming server running on a Fedora Linux Server, with Python scripts to automate track selection and playback.
- Developed a Web portal front-end using HTML/CSS/PHP for connecting to the Radio stations, and controlling live and recorded audio playback.
- The project featured several radio channels for different types of content. It was built using existing modern Web technologies, as well as Open Source audio streaming server technologies.
- The project was successfully completed and implemented within the allotted time frame. This provided the experience of building products on top of existing technologies, as well as project and time management skills.

2006. West African Senior School Certificate
8 SSCE passes including English and Mathematics.

WORK EXPERIENCE

September 2013 – January 2015. Etisalat Nigeria
Graduate Trainee, Geek Force

- Worked as a member of the elite Etisalat Geek Force.
- In charge of advising customers on Smart Phones and other products and services to buy.
- Performed Operating System upgrades, Application installation, and other general maintenance on Mobile phones and tablet devices.
- Provided first level troubleshooting of smartphone and Tablet device issues.
- Escalated complex issues to the back-end support teams and ensured the progress was tracked, while providing regular feedback to customers via phone calls and email.
- Developed a process to improve upon and streamline the preparation of weekly sales reports across all shops in the territory; tracking performance against set base and stretch targets, as well as providing forecast of future performance. This process provided the

ability to see, at a glance, the Individual shop performance, as well as overall performance of all shops in the territory; assisting in making business decisions necessary for growth.

June 2013 – September, 2013. Etisalat Nigeria
Etisalat Geek Force Internship contest
- Chosen as one of the finalists to participate in an Internship contest organized by Etisalat Nigeria, the third largest Telecom service provider in Nigeria, after a unique National online short-listing process that involved creating videos, utilizing social media in a creative way, and showing a high degree of technical knowledge.
- Worked in different departments within the Commercial division of Etisalat Nigeria as part of the internship contest, while participating in weekly challenges to prove continued viability for the position.
- Attended extensive trainings on Customer service, including hands on training at call centres, Product development, marketing and branding.
- Emerged as one of 5 winners of the Etisalat Geek Force Internship contest out of over 2000 applicants, and 20 finalists.

January 2012 – February 2013. National Youth Service Corps (NYSC)
Teacher
- Taught Computer Science to about 350 Senior Secondary School in fulfilment of a year of mandatory National Service after graduation.
- Learned to communicate complex information in a simple way, in order to impart knowledge to the students.
- Created a brand new curriculum for Computer Science at the School as none existed originally. This helped the students to acquire much needed knowledge and improved student performance in their examinations.
- Utilized the limited resources at the school in a way that ensured that every student had hands on experience with operating a computer, despite limitations due to the rural location of the School, and large population of the class.

ADDITIONAL INFORMATION
- Used Content Management systems such as Joomla, Wordpress and Owncloud to deploy different kinds of Websites, blogs and personal cloud.
- Familiar with Microsoft Office Suite of applications.
- Received a certificate of attendance from Python Africa Tour and National Information Technology Development Agency (NITDA) in 2010 for attending a training course on Python Programming language in Abuja, Nigeria.
- Received a certificate of completion from NIIT Nigeria, for completing a course on Microsoft Windows Administration in 2013.
- Gained leadership experience while serving as Liaison officer for the Youth Corps members of the National Youth Service Corps (NYSC) in the Ijagbo/Ipee community of Kwara State, Nigeria from June 2012 to February 2013. Involved in organising meetings with other members of the Youth Corps. Planning parties, community outreach programmes, etc. Was able to develop listening skills, as well as the ability to work with team members to achieve a common goal while in this position.

HOBBIES AND INTERESTS
- Read books and listen to Podcasts or Audio Books.
- Explore the environment by going on long walks.
- Watch good films or TV series .

REFERENCES AVAILABLE ON REQUEST