

Olaoluwa Adegoke

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Education

University of Wisconsin - Eau Claire, Eau Claire, WI

Aug 2022 – Dec 2024

Bachelor of Science: Computer Science, Software Engineering | Minor: Information Systems

- **Relevant Coursework:** Data Structures, Algorithms, Object-Oriented Programming, Database Systems, Agile Programming, IOS Development, Operating Systems, Computer Architecture, Business Analytics, Programming Languages

Chippewa Valley Technical College, Eau Claire, WI

Aug 2019 – May 2022

Associate of Science: Software and Mobile Development

Skills

Programming Languages: Java, JavaScript, Python, SQL, C, C#, Swift, PHP, Visual Basic

Web Technologies & Databases: HTML, CSS, MySQL

Frameworks & Libraries: React, Node.js, jQuery

Developer Tools: Git, GitHub, VS Code, Eclipse

Related Work Experience

Learning and Technology Services Help Desk, University of Wisconsin - Eau Claire

Aug 2023 - present

Help Desk Analyst Lead

- Demonstrate leadership by mentoring newly hired employees, providing training, and ongoing support to help them navigate Help Desk protocols and responsibilities effectively.
- Play a vital role in refining Help Desk processes by actively contributing to enhancing documentation, training manuals, and SharePoint resources.
- Take charge of operations as a Lead at the LTS Help Desk, serving as the primary liaison for fellow student leads and employees.
- Ensure seamless operational flow by managing inventory and ensuring the accessibility of essential supplies at the Help Desk

Wisconsin Department of Transportation, Madison, WI

Jun 2023 – Aug 2023

Software Developer Intern

- Implemented upgrades to critical business applications, enhancing functionality and optimizing the user experience.
- Proficient in C# and Java programming languages, utilizing best practices to develop efficient and scalable solutions.
- Utilized SQL for monitoring, querying, and maintaining databases such as SQL Server, oracle, and access to optimize data retrieval and storage.
- Collaborated with team members, providing technical assistance, and contributing to a collaborative work environment.

Learning and Technology Services Help Desk, University of Wisconsin - Eau Claire

Aug 2022 - May 2023

Help Desk Analyst

- Identified and addressed root causes of software and hardware issues, implementing efficient solutions.
- Continuously enhanced skills and knowledge of new operating systems to deliver consistent customer support and increase the rate of first-level issue resolution.
- Collaborated with Tier 2 support to effectively escalate and resolve complex problems.
- Maintained high productivity by successfully triaging and resolving over 50 tickets per day.

Projects

Personal Portfolio | [Website Link](#) | [GitHub](#)

- Created a personal portfolio website to showcase my skills, projects, and background.
- Implemented a modern, responsive design using HTML, CSS, JavaScript, and React, ensuring consistent user experience across various devices.
- Implemented a user-friendly light and dark mode feature, enhancing the websites accessibility and customization options for users.
- **Technologies Used:** HTML, CSS, JavaScript, React, Git, GitHub

Weather Website | [Website Link](#) | [GitHub](#)

- Developed a weather website, providing users with real time weather information and forecasts for their location.
- Implemented user friendly features, such as location search by city name or zip code and the option to switch between Fahrenheit and Celsius.
- Utilized OpenWeatherMaps API to fetch weather data and applied responsive web design for the best user experience.
- **Technologies Used:** OpenWeatherMaps API, JavaScript, HTML, CSS, Git, GitHub