

# OGUNGBILE Oluwagbemiga Tobi

## Software Engineer Intern

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### Objective statement:

Software engineering graduate looking for real-world experience in this field. Throughout my coursework, I have developed a passion for coding, primarily using HTML, CSS, JavaScript, Python and C. Has experience implementing computer systems in low-income communities, helping a new generation of students become digitally literate. Eager to apply my knowledge in a professional setting where I can actively contribute to and enhance my software engineering skills

### Education:

- B.Sc, Computer Engineering Obafemi Awolowo University, Ile-Ife Osun state 2010
- Graduate from ALX Africa Software Engineering Full Stack October 2023

### Technical Skills:

- Programming Languages: Python, JavaScript, C
- Front-end Development: HTML, CSS, JavaScript, React, Angular, Django, Flask
- Databases: MySQL
- Version Control: Git

### Experience/Projects:

#### Simple Shell

- Description: [A basic shell that prints a prompt, waits for user to enter command and prints what they entered on the next line]
- Technologies Used: [C Programming Language]

#### UGO-Portfolio Project

- Description: [the project is about the customization of a routerboard control panel for users to be able to make basic changes to their router like changing the router password or SSID]
- Technologies Used: [Python, Flask, HTML, CSS]

#### Techium

- Description: Landing page that focuses on advanced css plus responsive layout.
- Technologies Used: [HTML5, CSS3, advanced css]

#### AirBnB Clone:

- Description: Web application that facilitates the booking and rental of lodging options around the world
- Technologies Used: [Python, Flask, JavaScript, HTML, CSS, MySQL, NodeJS].

#### Helpbot:

- Description: A customer service web application that is designed to automate and enhance customer interaction by providing a chatbot-driven customer support experience.

- Technologies Used: [Python, MongoDB, React, Node.js, Express, OpenAIGPT-3.5Turbo]

## Industry/Professional Experience:

**Cobranet Limited** (Internet Service and Data Provider)

Nov 2019 till April 2023

### Network Support Engineer

- Provide technical support service via phone, email, and other channels as required to clients
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Provide prompt and accurate feedback to customers.
- Ensure proper follow up and closure of all pending tickets
- Interact with customers to provide and process information in response to complaints and inquiries
- Escalate cases to another unit and follow up on the case. Ensuring incidents are documented in a professional manner using the available Customer Relationship Management (CRM)

**IP-EXPRESS Limited** (Internet Service and Data Provider)

Nov 2017 till Oct 2019

### Operating in the role of Network Engineer and Field Technician

- Supervise and personally install and operate line-of-sight (LOS) multichannel radio terminals and extension switches
- Managing communications systems installation, operations, troubleshooting and restoration
- Have developed an intranet for companies, schools, stores and office personnel to utilize for faster communication and more efficient decision making
- As Technical Inspector, I have inspected outdated radio equipment turned in for replacement.
- Keep an up-to-date inventory of Telecoms & IT assets installed in the area of responsibility
- Documentation of all networking updates and changes
- Determine equipment and software needs of communications project
- Makes technological decisions that drive strategy and produce new business models, sponsors and leads major initiatives

**NICKDEL SCHOOL IBADAN NIGERIA** Computer Science Teacher(JSS1 to SSS 3)

2013 till 2016

### Computer Science Teacher(JSS1 to SSS 3)

- Develop and deliver age-appropriate Computer Science lessons for secondary school students, fostering early interest and foundational skills in technology.
- Use visual aids and storytelling techniques to simplify complex computer science concepts, ensuring understanding among young learners.
- Collaborate with parents to provide regular updates on students' progress and offer resources for continued learning at home