**FARUQ OLAMIDE ANIMASHAUN**

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📍 Lagos, Nigeria | 💻 LinkedIn/GitHub (optional – include links if available)

# PROFESSIONAL SUMMARY

# Detail-oriented and results-driven IT professional with hands-on experience in system support, customer service, and web development. Skilled in maintaining IT infrastructure, resolving technical issues, and developing responsive web interfaces. Strong analytical thinker with a passion for solving complex problems and growing in fast-paced environments. Currently working as an IT Intern, with prior experience as a Junior IT Officer and customer service representative.

# EDUCATION

Ladoke Akintola University of Technology Nigeria

***Computer Science and Engineering***  2022

# WORK EXPERIENCE

**OLUPET AUTOS LIMITED** Lagos, Nigeria

***IT Intern*** Nov. 2023 – Nov 2024

* Provide timely technical support to dealership staff for hardware, software, and network issues, ensuring minimal downtime and optimal productivity.
* Assist in maintaining and upgrading IT systems, including routine maintenance tasks, system updates, and deployment of new software applications.
* Support data management and security efforts, including backup and recovery, implementing security measures, and ensuring compliance with data privacy regulations.

Fiverr Remote

***Customer Service Representative*** Mar. 2021- Aug. 2023

* Provide prompt and effective assistance to customers, addressing inquiries, resolving issues, and ensuring satisfaction with products or services.
* Efficiently process customer orders, accurately inputting data, tracking shipments, and coordinating with relevant departments to ensure timely delivery.
* Resolve customer complaints and escalations professionally and efficiently, seeking solutions to meet customer needs while adhering to company policies and procedures.

**ICT Fingers**, Lagos, Nigeria Lagos, Nigeria

**Junior IT Officer** *Jan2018 – Dec 2020*

* Provided first-line support for users, resolving software, hardware, and printer issues.
* Maintained IT inventory, performed diagnostics, and ensured smooth day-to-day system performance.
* Assisted in network setup and configuration for new office spaces and expansions.
* Supported implementation of antivirus software and system updates across all workstations.
* Documented technical incidents and created user guides for recurring support queries.

# SKILLS AND INTEREST

**Key Competencies:**

* Microsoft Office suite
* Analytical Skills

**TECHNICAL SKILLS**

**Web Development:**

* HTML5, CSS3, JavaScript
* Responsive Web Design
* Version Control (Git/GitHub)
* Basic knowledge of React.js & Bootstrap

**General IT & Software:**

* Hardware & Software Troubleshooting
* Network Configuration (LAN/WAN)
* Data Backup & Recovery
* System Maintenance & Security
* Microsoft Office Suite

**Soft Skills:**

* Analytical Thinking
* Communication
* Attention to Detail
* Planning & Execution
* Problem Solving

**CERTIFICATIONS**

* Fundamentals of Programming – *Coursera*
* *(Optional: Add any additional certifications or courses in progress or completed)*

**PROJECTS**

**Portfolio Website (Personal Project)**

* Developed a responsive web portfolio using HTML, CSS, and JavaScript to showcase personal and academic projects.
* Hosted project on GitHub with version control for ongoing updates.

**Internal Helpdesk Web Page (OLUPET AUTOS LIMITED – In Progress)**

* Contributing to the development of an internal helpdesk portal to improve IT support request handling.

**LANGUAGES**

* English – Fluent

**INTERESTS**

* Web Design & Development
* Football
* Fashion Designing
* Tech Community Events

**REFERENCES**

Available upon request.