Rilwan Yinusa

Specialized in maintaining company infrastructures and user design systems. Highly effective at providing personal and remote support. Results-oriented and self-directed team player with an unsurpassed work ethic and energetic personality.

Work History

Apr 2018 - Current

UI Designer/Graphic Designer Freelancer

ROY Innovations, Remotely

- Designed the Global Rights Nigeria Annual Report 2018 Brochure.
- Branding; Logo Designs, Social Media Advert, Brochures, Info-graphs, Video Editing etc.
- Used mock-up practices in the design of site layouts and user interfaces.
- Reviewed information regularly on websites and pages to ensure that it was accurate.
- Created and built mobile-friendly websites and transitioned a legacy site to one that could be viewed from mobile devices.

Aug 2020 - Current

M365 Technical Support Engineer

Tek Experts, Lagos

- Installation, configuration and support of Microsoft 365 on various platform (i.e., Staged, Hybrid, Cut over and IMAP/POP).
- Responded to and work requests for service and incidents in the company ticketing system through completion.
- Represented Microsoft and communicated with corporate customers via telephone, written correspondence, electronic service for technically complex problems.
- Collaborated with Support Engineers at different levels to find solutions.
- Administration of application within the M365 cloud-based application suite (i.e, Exchange Online, SharePoint Online, Teams, One Drive for Business), including DNS requirements and user mastery scenarios.
- Provided phone and remote troubleshooting support

Personal Info

E-mail
ridwanyunus20@gmail.com

LinkedIn
https://www.linkedin.com/in/rilwan-yinusa

GitHub
www.github.com/Rilwayne

Behance
https://www.behance.net/ridwayne/projects

Dribbble
https://dribbble.com/ROY-Innovations

Skills

Technical Skills

Software installations

SharePoint Online

Commerce

Technical support

Proficient in all M365 Software

TCP/IP protocols

Quick Assist

Azure Active Directory

Exchange Online

Microsoft Teams

Customer Service

Microsoft Certified Trainer

Windows operating systems

System administration

Optimizing and performance

- Ensure accurate and timely resolution for assigned issues.
- Communicated with customers perspective clearly while collaborated with internal team.
- Provided front line administrator and end user support for multiple clients.
- Managed the relationship with customers efficiently while documented cases accurately in detail and the outcome.
- Ability to provide quick recommendations towards resolution

Nov 2017 - Mar 2020

Software Engineer

ILOR Technologies Limited, Abuja

- Identified areas of the application to be regression tested.
- Programmed in an object-oriented programming language with an eye toward code abstraction and reuse.
- Implemented unit and integration tests to consistently deliver high quality features.
- Recommended key updates to e-facility management software based on inspections and application of technical knowledge.
- Coordinated installation of software systems and collaborated on the design and implementation of new features.
- Tested and evaluated software to improve performance and usability.

Apr 2017 - Oct 2017

Web Developer/Graphic Designer

Ksolutions Limited, Abuja

- Identified website issues through effective troubleshooting, testing and remedying before deployment.
- Inputted optimization techniques to boost website speed and performance.
- Used mock-up practices in the design of site layouts and user interfaces.
- Reviewed information regularly on websites and pages to ensure that it was accurate.
- Ensured that hosting was established for each website and completed the process by uploading sites to the host account.
- Created and built mobile-friendly websites and transitioned a legacy site to one that could be viewed from mobile devices.

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One Drive for Business

Design Skills

Figma

Adobe XD

UI/UX

Graphics Design

CorelDraw

Adobe Photoshop

Davinci Resolve

Software Dev Skills

Flutter

Dart

JavaScript

Nuxt

Vue

Nodejs

WordPress

Mobile Designer/Developer

Strapi CMS

Laravel (PHP Framework)

Content management systems

Web development tools

Databases

Testing and deployment

Projects

QuickQart –
www.quickqart.com
ROY Innovations –
www.royinnov.com
ILOR Technologies –
www.ilortech.com

Apr 2016 - Apr 2017	**ICT Teacher**
	(NYSC) Buda Comprehensive Secondary School, Boki, Cross River State

- Successfully improved student participation in the classroom
- through integration of creative role-playing exercises.
- Collaborated with a team of faculty to develop after-school tutorial programme for students in need of extra help.
- Developed programme to work with students and increase interest in higher learning.

Jul 2014 - Nov 2014	**IT Support**
	Nigerian National Petroleum Cooperation, Abuja

- Resolved computer hardware and software, printing, installation,
- word processing, email and operating systems issues.
- Set up and configured hardware and software on company equipment.
- Restored data, operating systems, files, documents and drivers.
- Assessed performance of equipment and network infrastructure and made proactive improvements in line with company standards.

Education

2015	**Bachelor of Science: Computer Science**
	Oduduwa University - Ipetumodu, Osun State

Professional Certification

- Microsoft Certified Trainer
- Teams Administrator Associate
- Aviatrix Certified Engineer
- Certified Oracle Administrator 1Z0-051 Oracle Database 11g: SQL Fundamentals I
- Certified Google Garage Digital Marketing

Referees

Provide on request