

I have a strong foundation in Mobile Development, AV programming, and IT support, with familiarity in Linux environments and DevOps practices. My experience includes proficiency in Flutter development, creating mobile applications with Dart, and collaborating with cross-functional teams to enhance user experience. Additionally, programming AV systems, troubleshooting hardware and software issues, and ensuring efficient operations across AV/IT infrastructure.

I'm familiar with directory services like Active Directory and LDAP complements my skills in provisioning and user account management.

I'm aim to leverage my diverse skill set to drive innovation in IT support, AV programming, and mobile development.

Work Experience

Programming Engineer @ Systems Intelligenz, Lagos State

NOV 2023 - PRESENT

- Develop and program AV solutions using Crestron SIMPL Windows, VT Pro-e, and Q-Sys to deliver high-quality, customized audiovisual systems.
- Collaborate with cross-functional teams to design and refine AV setups, creating wireframes, prototypes, and mockups with tools such as AutoCAD, AV Snap, and Figma.
- Deploy AV programs and collect user feedback to guide continuous improvement and system optimization.
- Diagnose and troubleshoot technical issues during and post-installation, ensuring seamless functionality and addressing any operational challenges.
- Prepare detailed project progress reports to keep stakeholders informed on milestones and developments.
- Support the development and maintenance of standards within the Engineering department, contributing to best practices and procedural consistency.
- Engage in continuous learning to stay updated on industry advancements and enhance technical skills.

Contact

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Skills

- Linux
- AV Programming
- AV Support
- Flutter
- Firebase
- ITIL Framework
- Mobile Device Support
- Technical Service Support
- User Account/Data Management
- Communication and Collaboration
- Adaptability and Continuous Learning

Tools

- FlutterFlow
- Operating Systems
- Crestron SIMPL Windows
- Crestron Toolbox, VT Pro-e
- Q-SYS Designer
- Shure Designer
- Ticketing Systems
- Active Directory
- Remote and Collaborating Tools
- Diagnostic tools
- Backup and Recovery tools
- VMware
- O365 Suite
- Google Workspace Suite

Work Experience

Mobile Engineer (Flutter) @ Cashwise Inc Remote

MARCH 2023 - PRESENT

- Design comprehensive mobile platform experience for financial products
- Collaborate with designers to develop visually appealing and user-friendly interfaces.
- Work with managers, marketing team and other developers, in code reviews.
- Conduct user testing sessions to gather feedback, validate product features, and assess brand preparation.

IT Support Engineer @ 9mobile Nigeria, Kano State

NOV 2019 - NOV 2023

- Respond to user inquiries and issues related to hardware, software, networking, and other IT-related problems.
- Provide timely solutions through various communication channels.
- Diagnose and identify the root cause of technical issues using diagnostic tools.
- Implement troubleshooting steps to resolve issues and restore normal functionality.
- Install, configure, and maintain hardware components and software applications on user systems.
- Perform routine maintenance tasks to ensure system stability and apply updates and upgrades as needed.
- Train users on software applications and hardware devices.
- Provide guidance and assistance to users in adopting new technologies.
- Maintain accurate documentation of IT processes, procedures, and troubleshooting steps.
- Provide remote support using desktop tools and other communication methods.
- Collaborate with IT team members, departments, and external vendors to resolve complex technical issues.
- Assist in configuring and troubleshooting network-related issues.
- Implement security measures to protect systems and assist in data backup and recovery procedures.
- Monitor and resolve tickets in a timely and professional manner.
- Escalate complex technical issues to higher-level support or specialized teams when necessary, using ticketing and mailing systems.
- Provide excellent customer service by communicating effectively and empathizing with user concerns.

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- O365 Suite
- Google Workspace Suite
- VSCode

Work Experience

IT Maintenance Engineer @ LRM Int'l, Sokoto State

FEB 2018 - NOV 2019

- Perform regular checks and inspections of hardware components.
- Replace or repair faulty hardware components to prevent system failures.
- Manage software licenses and ensure compliance with software usage agreements.
- Update and maintain software applications to ensure they're functioning correctly and securely.
- Maintain an inventory of hardware and software assets, including tracking and managing equipment assignments and life-cycle.
- Assist users in resolving technical issues related to hardware, software, and network connectivity.
- Provide clear instructions and guidance to users to help them troubleshoot basic technical problems.
- Collaborate with hardware and software vendors for technical support, warranty claims, and replacement of defective components.

IT Engineer @ New Idea Solution, Sokoto State

MAY 2017 - NOV 2017

- Perform OS installation and upgrades
- Regular monitoring and maintenance of systems
- CCTV installation and maintenance.

Lecturer @ Sokoto State Polytechnic, NYSC

MAY 2016 - MAR 2017

- Design and deliver lectures and seminars.
- Create lesson plans, class notes, and assignments.
- Evaluate student work, progress, and performance.
- Give constructive feedback to students to help them improve.
- Ensure a safe and inclusive learning environment.

Education

University of Benin BSc(Computer Science)

Oct 2011 - Nov 2015

Certifications

- Crestron CTI-P101 (**Crestron, Feb 2025**)
- Dante Level 3 (**Audinate, Nov 2024**)
- Dante Level 2 (**Audinate, Nov 2024**)
- Dante Level 1 (**Audinate, Nov 2024**)
- Q-SYS Level 1 (**QSC, Nov 2024**)
- FlutterByte Volunteer (**FlutterByte, Nov 2024**)
- Crestron CNS-D (**Crestron, Nov 2024**)
- Crestron CTI-CTF (**Crestron, Oct 2024**)
- Linux (**Ingryd Academy, Jan 2024**)
- System Administration and IT Infrastructure (**Coursera, Dec 2023**)
- IBM Technical Support (**Coursera, Feb 2023**)
- Microsoft Azure Active Directory (**LinkedIn, Jan 2023**)
- Window 10 IT Support (**LinkedIn, Jan 2023**)
- CompTIA A+ Cert Prep (**LinkedIn, Jan 2023**)
- IT Service Management (**LinkedIn, Feb 2022**)
- Google IT Support (**Coursera, Sept 2022**)

Reference

References available on request