Salem Akowe

Contacts

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IT Support Specialist

IT support specialist with 5+ years' experience maintaining seamless IT infrastructure. Proficient in troubleshooting hardware/ software issues, conducting root cause analysis, and delivering effective solutions. Skilled in Flutter development, creating engaging mobile apps with Dart. Conducts UX research, seamlessly integrating interactive user flows. Collaborates with tech, business, and design teams for optimal user experiences.

Seeking to leverage my expertise in IT support and utilize me Flutter skills to drive innovation in a dynamic environment.

Skills

- Excellent at Troubleshooting.
- Excellent in Problem Solving.
- Excellent in Customer/Client Services.
- Strong communication, presentation, organization, and interpersonal skills.
- Adaptability and Flexibility.
- Excellent in Time Management.
- Documentation and Report.
- ITIL framework.
- Hardware Repair and Maintenance.
- Software installation and configuration.
- User Support.
- Mobile Device Support.
- Critical thinking.
- Customer feedback handling.
- Continuous Learning.

Work Experience

Programming Engineer

Systems Intelligenz, Nov 2023 – Till Date (Lagos state)

Analyzing User Requirements and Software Development
- Analyze user requirements to determine operational feasibility.
- Write and test code, refining and rewriting it as necessary, and collaborate with programmers and design engineers.
- Research, design, and write new software programs and computer operating systems.
- Evaluate and improve software and system functionalities.
- Identify areas for program modification and enhancement, and develop existing programs accordingly.
- Integrate disparate software products to ensure compatibility and functionality across platforms.
- Monitor and correct program errors to maintain system integrity.

Collaboration and System Enhancement
- Collaborate closely with cross-functional teams including project managers, graphic artists, systems engineers, and sales/marketing professionals.
- Contribute to improving system quality by identifying issues, patterns, and developing standard operating procedures.
- Investigate and implement new technologies to enhance existing systems.
- Stay updated with industry trends through in-house and external courses, manuals, and new applications.

Project Management and Technical Support
- Deploy programs and collect and evaluate user feedback for further enhancements.
- Ensure compliance with project plans and industry standards.
- Identify and communicate performance problems and solutions to the Project Coordinator.
- Troubleshoot, diagnose, and resolve issues encountered during and after audiovisual system installations.
- Prepare progress reports for each project.
- Contribute to the development and maintenance of Engineering department standards and budgets.

Continuous Learning:
- Stay updated with the latest technology trends and industry best practices to enhance skills and knowledge.

Education

Bachelor's of Science, Computer Science
University of Benin
Oct 2011 – Dec 2015

Referees
Referees available on request

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Tools Familiar with

Operating Systems:
- Windows (all recent versions)
- MacOS
- Linux (Ubuntu, Kali.)

Help Desk / Ticketing Systems:
- Hp Service Manager
- Trello

Networking Tools:
- Ping, Traceroute, nslookup
- Cisco Anyconnect

System Administration Tools:
- Active Directory

Remote Desktop and Collaboration Tools:
- TeamViewer
- AnyDesk
- Zoom
- Microsoft Teams
- Slack
- Google workspace

Security Tools:
- Antivirus and Anti-malware software

Troubleshooting and Diagnostic Tools:
- SysInternals Suite (Process Explorer, Process Monitor, etc.)
- Windows Event Viewer
- Disk Management tools

Backup and Recovery Tools:
- Backup software (Acronis)
- Windows Backup and Restore.
- Microsoft MBAM (Microsoft Bitlocking Administration and Monitoring)

Virtualization Technologies:
- VMware
- Docker

Software Deployment and Management:
- Microsoft SCCM (System Center Configuration Manager)

Microsoft Office 365 Suite:
- Word, Excel, PowerPoint, Outlook

Programming:
- Flutter, Dart
- HTML, CSS, Bootstrap
- Php, MySQL
- VsCode
- Firebase

Work Experience

Mobile Engineer (Flutter Developer)

Cashwise Inc., March 2023 – Till Date *(Remote)*

- Design end-to-end experience for financial product on mobile platforms.
- Collaborate with designers to create visually appealing and user-friendly interfaces.
- Work closely with managers, marketing team and developers.
- Do user testing session to gather feedback, validate product features, and brand perception.
- Conduct tests for product features and design variations.
- Collaborate with cross-functional teams, including back-end developers.
- Participate in code reviews to maintain code quality, readability, and performance.
- Adhere to company structure on coding standards.

IT Support Engineer

9mobile Kano Call Center, Nov 2019 – Nov 2023 *(Kano state)*

Technical Support:
- Respond to user inquiries and issues related to hardware, software, networking, and other IT-related problems.
- Provide timely and effective solutions to technical problems through various communication channels, such as phone, email, or in-person.

Troubleshooting:
- Diagnose and identify the root cause of technical issues by analyzing symptoms and using diagnostic tools.
- Implement troubleshooting steps to resolve issues and restore normal functionality.

Hardware and Software Installation:
- Install, configure, and maintain hardware components such as computers, printers, scanners, and other peripherals.
- Install, update, and configure software applications on user systems.

System Maintenance:
- Perform routine maintenance tasks to ensure the stability and performance of IT systems.
- Apply software updates, security patches, and system upgrades as needed.

User Training and Assistance:
- Train users on the proper use of software applications, hardware devices, and IT resources.

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Certifications

IBM Technical Support

Coursera, Feb 2023

Microsoft Azure Active Directory

Linkedin, Jan, 2023

Windows 10 IT Support

Linkedin, Jan 2023

CompTIA A+ Cerp Prep 1

Linkedin, Jan, 2023

IT Service Management

Linkedin, Feb 2022

Google IT Support

Coursera, Sept, 2022

Google Technical Support

Coursera, Sept, 2021

- Provide guidance and assistance to users in adopting new technologies and tools.

Documentation:
- Maintain accurate and up-to-date documentation of IT processes, procedures, and troubleshooting steps.
- Document solutions to common technical problems for future reference.

Remote Support:
- Provide remote support to users who are not physically present by using remote desktop tools and other communication methods.

Network Support:
- Assist in configuring and troubleshooting network-related issues, including connectivity problems, IP addressing, and wireless network setups.

Security and Data Protection:
- Implement security measures to protect systems from malware, viruses, and unauthorized access.
- Assist in data backup and recovery procedures to ensure data integrity.

Hardware Repairs and Maintenance:
- Perform basic hardware repairs, such as replacing faulty components or upgrading hardware components.

IT Asset Management:
- Maintain an inventory of hardware and software assets, including tracking and managing equipment assignments and lifecycle.

Collaboration:
- Collaborate with other IT team members, departments, and external vendors to resolve complex technical issues.

Customer Service:
- Provide excellent customer service by communicating effectively, empathizing with user concerns, and ensuring a positive support experience.

Continuous Learning:
- Stay updated with the latest technology trends and industry best practices to enhance skills and knowledge.

Problem Escalation:
- Escalate complex or critical technical issues to higher-level support or specialized teams when necessary, using necessary tool, eg. Ticketing system and mailing system.

Ticket Monitoring and Resolution:
- Monitor and resolve ticket in a timely and professional manner.

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IT Maintenance Engineer

Love Revival Ministries Int'l, Feb 2018 – Nov 2019 *(Sokoto state)*

Hardware Repairs and Maintenance:
- Perform regular checks and inspections of hardware components, including servers, switches, routers, and other network devices.
- Replace or repair faulty hardware components to prevent system failures.

Software Maintenance:
- Manage software licenses and ensure compliance with software usage agreements.
- Update and maintain software applications to ensure they're functioning correctly and securely.

IT Asset Management:
- Maintain an inventory of hardware and software assets, including tracking and managing equipment assignments and lifecycle.

User Support:
- 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.

Vendor Coordination:
- Collaborate with hardware and software vendors for technical support, warranty claims, and replacement of defective components.

IT Engineer

New Idea Solution, May 2017 – Nov 2017 *(Sokoto state)*

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

Lecturer

Sokoto Polytechnic, May 2016 – Mar 2017 *(Sokoto state)*

- Develop engaging courses within the field of study, including choosing reading materials, assignments and arranging the syllabus.
- Assignment marking and grading

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