

FEMI KUNLE ODEOLA
23 Whitehall Close, Liverpool
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PERSONAL SUMMARY

A highly competent and enthusiastic 1st line support specialist with experience of providing advice and practical assistance to system users via the IT service desk telephone system and remote support software tools. Highly focused with a comprehensive understanding of dealing with 1st line support calls and an in-depth knowledge of the processes. Possessing a good team spirit, ability to work on my own with minimal supervision, deadline oriented, and having the ability to organise and present complex solutions clearly and accurately.

Now looking for a suitable position with an ambitious & exciting company.

IT TECHNICAL AND COMPETENCE SKILLS

Office 365, DHCP, DNS, TCP/IP, LAN/WAN, Wifi, Window Server 2016/2019, Printer Set-up, System backup, End user support, Remote support, Troubleshooting, Windows installations, New software installations, PC hardware, Broadband service, and Active Directory, Teamwork, Excellent communication skills.

Professional Certifications

Microsoft MS-900 certified, AZ-900, Comptia A+ and AZ-104 (In View).

WORK EXPERIENCE

AMAZON FULFILMENT ASSOCIATE

JUNE 2022 – TILL DATE

Key duties

- Processing work orders, and packaging orders for distribution.
- Fulfilling customer orders with accuracy and efficiency.
- Ensuring items are retrieved, organised, and shipped on time.
- Working in a fast pace environment.

Voluntary IT Technician

CELESTIAL CHURCH OF CHRIST

DECEMBER 2021 – TILL DATE

Support the church and a team of three IT technicians with the running of the church technologies.

Key duties

- Installations and troubleshooting of printers.
- Projecting computer to the projector.
- Installation of windows and software needed for the church.
- Connecting live service through social media platforms (Facebook, YouTube, Instagram).
- Purchasing of needed hardware devices.

IT Support Technician

MOITSERVICES**MAY 2021-DEC 2022**

Providing advice, support and practical assistance to end users via the IT service desk telephone system and remote support software tools. Logging and processing support issues via telephone or email whilst ensuring a high level of customer service.

Key duties

- Document and maintain Help Desk policies and procedures.
- Installation, troubleshooting and sharing printer on a network for end users.
- Managed customer incidents and requests by providing telephone, remote, and email support to clients.
- Resolved tickets within stringent time-frame SLA targets, and harnessed impressive technical troubleshooting, and fault resolution skills.
- Responds to all technical calls logged in the help-desk system by (1st Line), analysing and resolving problems with a goal of 90% first-call resolution.
- Investigates causes, test solutions, and put solutions in place to reduce calls to the help desk.

Machine Operator**ISUPPLY GROUP****JUNE 2020 – APRIL 2021**

Skilled Machine Operator adapt to operating mask-producing machinery, performing side work and completing preventative maintenance. Diligent and reliable team player with 1 year of related experience and the desire to make a positive impact in a long-term position.

Key duties

- Monitored machine operation and diagnosed malfunctions.
- Performed preventative maintenance to maintain optimal productivity.

INTEGRA PEOPLE LTD**JULY 2018 – MAY 2020**

As a support worker, my duties are;

- Giving emotional support to patients and service users.
- Monitoring blood sugars.
- Escorting patients to get pieces of stuff in the mart.
- Protecting patient's belongings.

ACADEMIC QUALIFICATIONS

University of the West of England 2014-2017

BA(Hons) Business Management with Accounting and Finance

London School of Accountancy and Management 2010-2012

BSc Computer Science

OTHER INTEREST

- Playing football: I participated in various soccer competitions in secondary school, currently plays for a local team and learnt the essence of teamwork in success.

REFERENCES

Available on request.