

# Sulyman Ridwan Oladimeji

## IT Support Specialist

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### Education

<b>Bachelor degree/ computer science</b> , <i>University of the People</i>	09/2024 – 2028 California, United States
<b>N.C.E/ Physics/Computer</b> , <i>Adeniran Ogunsanya College Of Education</i>	03/2020 – 2023 Lagos, Nigeria

### Professional Experience

<b>IT Support Assistant</b> , <i>Prime Innovation Institute of Technology</i>	04/2024 – 09/2024 Lagos
<ul style="list-style-type: none"><li>• Provided first-level tech support for 100+ students and staff on software, Wi-Fi, and hardware issues.</li><li>• Performed system upgrades, antivirus installations, and peripheral setup.</li><li>• Trained new users on basic computer operation and cybersecurity hygiene.</li></ul>	
<b>IT Support Intern</b>	11/2023 – 01/2024 Remote
<ul style="list-style-type: none"><li>• Assisted in basic network security tasks such as configuring routers and assigning static IPs.</li><li>• Diagnosed simulated end-user issues in virtual environments using tools like Packet Tracer.</li><li>• Documented threat remediation steps and contributed to team reports</li></ul>	
<b>IT Support Technician</b> , <i>Freelance</i>	01/2025 Remote
<ul style="list-style-type: none"><li>• Provided remote technical assistance to clients troubleshooting issues related to Windows OS, printers, Office 365, and VPNs.</li><li>• Set up secure remote access for users, using tools like AnyDesk and RDP.</li><li>• Managed user accounts and email configurations in Google Workspace and Microsoft 365.</li><li>• Resolved 90%+ of tickets within SLA timeframes</li></ul>	

### Skills

• Remote Desktop support	• Network configuration & Troubleshooting
• Cybersecurity Fundamentals	• Excellent written & verbal Communication
• Windows & macOS Troubleshooting	• VPN & Endpoint Protection
• Ticketing Systems	

### Certificates

• Cisco CyberOps certification	• Cisco Networking Essential	• Cisco Operating Systems
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## Languages

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- English

## Custom

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### Professional Summary

Detail-oriented IT Support Specialist with over 2years of experience providing remote and on-site technical support, resolving hardware/software issues, and maintaining enterprise-level systems. Strong knowledge of Windows, macOS, networking, and ticketing systems. Passionate about cybersecurity, remote collaboration, and delivering efficient user support across distributed environments