

OLADOYINBO TITILAYO EMMANUEL

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OBJECTIVES: To be a competent professional, known for providing efficient and robust solutions that will enable business enhancement and productivity, to help in adding value to any organization.

BIO DATA:	Sex:	Male
	Marital Status:	Single
	Nationality:	Nigerian
	State of Origin:	Ogun State

EDUCATION:

2021
MODIBBO ADAMA UNIVERSITY OF TECHNOLOGY, YOLA
B.ENG (Electrical and Electronics Engineering)

2012
IJEBU ODE GRAMMAR SCHOOL, IJEBU-ODE, OGUN STATE
West African Senior Secondary School Certificate Examination (WASSCE)

WORK EXPERIENCE

IT SUPPORT PERSONNEL (WEMA BANK)

(June 2022-till date)

- ❖ **Help Desk Support:** Resolving technical issues and addressing user queries via phone, email or in person.
- ❖ **User and Access management:** Create and manage user account, permissions and authentication, ensure proper access control to protect the organization data.
- ❖ **Network Administration:** Manage LAN,WAN, firewall and network security, troubleshooting connectivity issue, monitor network performance to prevent downtime
- ❖ **System Maintenance:** Performing routine maintenance, updates and troubleshooting to prevent system downtime.
- ❖ **Network Administration:** Managing and securing the bank's network infrastructure, including routers, switches and firewalls.
- ❖ **Security:** Implementing and monitoring security measures to protect against cyber threats and data breaches
- ❖ **System Support:** Installing, configuring and troubleshooting software applications used by bank staff.
- ❖ **Backup and Recovery:** Ensuring data backup and recovery process are in place to prevent data loss.
- ❖ **Project Support:** Assisting with IT projects, such as system upgrades and implementations.
- ❖ **Vendor Management:** Coordinating with external vendors for technical support and services.
- ❖ **Problem Management:** Identifying and resting root causes of technical issues.

**FIELD SERVICE ENGINEER
TIZETI NETWORK LIMITED - IBADAN
FEB 2022 - APRIL 2023**

- ❖ Installing internet services: Setting up internet connections for new customers.
- ❖ Identifying and restoring technical issues affecting internet connectivity.
- ❖ Performing routine maintenance and repair on network infrastructure.
- ❖ Ensuring optimal signal strength for wireless connections.
- ❖ Configuring routers and modems for proper internet.
- ❖ Providing technical assistance and support to customers via phone, email, or in person.
- ❖ Resolving faults and outages including reporting and replacing damaged equipment.
- ❖ Testing internet connection to ensure quality and reliability.

**NATIONAL YOUTH SERVICE CORPS, ONDO STATE
OCT, 2021 – SEPT, 2022
PHYSICS/MATHEMATICS TEACHER**

- ❖ Working closely with the school principal to ensure smooth day to day running of the school.
- ❖ Preparing good and detailed lesson note for subjects assigned to me.

SKILLS:

Technical knowledge

Network troubleshooting knowledge (TCP/IP, DNS, DHCP, VPN)

Problem Solving and Troubleshooting skills

Good Communication Skills

Good Customer Service Skills

Time Management Skills

PROFESSIONAL CERTIFICATE: GOOGLE IT SUPPORT

[The Bits and Bytes of Computer Networking](#)

Google

[Play It Safe: Manage Security Risks](#)

Google

[Foundations of Cybersecurity](#)

Google

[Technical Support Fundamentals](#)

Google

REFERENCE: Available on request