ADEOYE STEPHEN

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OBJECTIVE: I am an experienced and certified technical support specialist with over 5 years of providing excellent customer service and troubleshooting various hardware, software and network issues. Skilled in Windows, Linux, MacOS, Microsoft Office and remote desktop support. I hope to leverage my technical expertise and problem-solving skills while providing excellent customer service and ensuring the smooth operation of IT systems. Seeking an opportunity to contribute my skills and expertise to a dynamic organization.

SKILLS

- o Technical Troubleshooting
- o Customer Service
- o Remote Support
- o Hardware and Software Diagnostics
- o Network Configuration
- o System Administration
- o Languages: HTML, CSS, JavaScript, Python, etc.

SOFT SKILLS

- o Strong interpersonal skills, with experience connecting with diverse individuals daily, including in-person interactions.
- o Multitasking and prioritization skills in a fast-paced environment.
- o Great communication skills, as well as teamwork and customer service.
- o Excellent problem solving and decision-making skills.

PROFESSIONAL EXPERIENCE

IT TECHNICAL SUPPORT SPECIALIST, BCLOUD Technology – Brantford, ON

Apr. 2022 – Nov. 2023

- Onboarded and trained all incoming junior tech support specialists..
- Working closely with developers to identify and resolve technical issues related to the front-end infrastructure.
- I had to diagnose and troubleshoot hardware and software problems, escalating complex issues to appropriate teams.
- Also, troubleshooting front-end development issues.
- Assisted customers with more difficult technical issues requiring a greater level of personalized care.

HELP-DESK TECHNICIAN, Leadient Technologies – Maharashtra, India

Jan. 2018 – Dec. 2021
- Developed and implemented user interfaces using HTML, CSS, and JavaScript.
- Assisted end-users with technical issues ranging from hardware and software problems, account setups and system configurations.
- Debugged and tested code to ensure that it is functioning as intended.
- Collaborated with other team members to identify and solve technical problems.
- Conducted user training sessions on new software and hardware.
- Developed a dynamic and interactive dashboard for the management system, enhancing its usability and functionality for all levels of the company workers.

TECHNICAL SUPPORT ANALYST, Remedy Portal - Nigeria.

Mar. 2016 – Aug. 2017
- Created and maintained technical documentation, such as user guides, FAQs, manuals, etc.
- Fixing bugs and errors, ensuring the website or application runs smoothly and reliably, and providing a positive user experience.
- Supported over 150 employees with their IT needs, such as setting up accounts, devices, software and network access.
- Collaborated with other designers using tools such as Git, to ensure the quality and consistency of the code and the design.
- Contributed to the continuous improvement of software development processes and methodologies.

EDUCATION

Software Quality Assurance and Test Engineering (Post-Graduate)

Conestoga College Institute of Technology and Advanced Learning, Canada (2023)

- Relevant coursework: Networking Fundamentals, System Administration, Database Management and IT Security.

Business Administration in Information Technology (Bsc)

Symbiosis International University, India (2018-2022)

- Graduated with honors and a GPA of 3.05/4.0
- Completed courses in computer hardware, software, networking, programming, web development, etc.