JUBRIL IBRAHIM OMOMO

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PROFILE SUMMARY

A tech enthusiast with a background experience in Software programming and Networking. Adept in research making with a strong fundamental background in problem-solving. Having strong adherence to safety, ability to work as a team and exceptional work ethics. Also proven in the ability to pay attention to details, work in complex conditions and fast problem resolution. Always on the lookout to learn and apply new technology to solve problems.
Key Knowledge: CRM, Customer service, Networking, Server Admin, Software development, Technical Report.
Programming stack: HTML, CSS, javascript, Git/Github.

SKILL HIGHLIGHTS

- Strong team collaboration skills. Working with the team members to achieve goals.
- Excellent analytical and troubleshooting skills.
- Strong self-management including prioritisation and delivery of objectives against varying deadlines.
- Knowledge of Customer Relationship Management tool to resolve, tag and label support tickets.
- Solid, persuasive and genuine communication, facilitation and relationship building skills.

PROFESSIONAL WORK EXPERIENCE

MICROVERSE BOOTCAMP(USA Software Company)
Remote Full-stack software developer trainee   **January 2022 - till date**
- Refactor, Clean and write Reusable code.
- Working remotely and collaboratively with diverse cultures.
- Attending stand-ups meetings to resolve problems.

Achievements
- Design a demo portfolio   https://jbrime15.github.io/portfolio-mobile-skeleton/ using HTML, CSS and javascript.

MIKANO International Limited(Power/Energy Company)
Technical Support Engineer   **July 2020 - December 2022**
- Assisted in maintaining the software support log and submitting a summary to management each week.
- Responsible for taking incoming user support requests and solving the problems.
- Worked with management to plan and execute several large software upgrades.
- Persuading clients that a product or service will best satisfy their needs.
- Offering after-sales support services.

VKS Construction(Construction Company)
Information Technology Specialist   **February 2019 - May 2020**
- Provide IT support to all staff.
- Creates Users and Login Users to Active Directory.
- Adding, removing, or updating user account information and resetting passwords.
- Installation, Configuration and Update of Windows OS, Microsoft Office Suite, Antivirus Software, Browsers and other Enterprise Application Software.
- Manage Server, Access points, Nano-stations, Printers, plotters and computers.
- Manage the entire purchase of inventory related to hardware, software and other IT supplies.
- Maintain good relationships with ISP providers and also escalate issues to provide the solution to network problems.
- Document all configurations of the systems to inventories.

Achievements
- Worked closely with team members to configure Dell server, QNAP, Firewall and Dell Switch. Also assembled server rack then mounted already configured Server equipment on the server rack.
- Worked closely with ISP(Airtel) team to commission project Mast
- Setup point-to-multipoint and point-to-point for network access in different locations.

- Created Shared folders to related departments and gave access to necessary personnel.
- Trained staff on how to use printers and plotters.
- Designed IP List, port management and Computer Inventory Template.

Flexisaf Edusoft Limited(Software Company)

Technical support   **November 2017 - November 2018**
- Did data Entry and customer onboarding for new and existing clients
- Escalated level 3 problems to software engineers.
- Used JIRA to resolve both internal and external customers complaints, attend to assigned tickets, and create labels and tags.
- Participated in SPRINT and SCRUM meetings to deliberate and proffer solutions to customer complaints.
- Used Zendesk to provide a procedural guide.
- Resolve client's problems remotely and On-premises.

Achievements
- Provided procedural guides and Tooltips that drastically reduced customer complaints by 50%.
- Ensured 90% of assigned tasks are cleared in the JIRA Backlog before SPRINT meetings.

EDUCATION

B.ENG in Computer Engineering   **2016**
University of Benin.

CERTIFICATION

- Certified Network Security Specialist(CNSS) from International Cybersecurity Institute (ICI), December 2020.
- Microsoft Certified Solution Expert (MSCE), June 2020.
- Microsoft Certified Solution Associate (MSCA), September 2019.
- Diploma in Customer Service (Alisson), March 2019.

HOBBIES

- Travelling   - Reading   -Surfing