

Olose Abubakar Ibrahim

Personal Details

Date of birth: 23rd September, 1990

Gender: Male

Marital status: Single

Nationality: Nigerian

OBJECTIVE STATEMENT

An adaptable, result-oriented and highly motivated individual who utilizes technical skills for achieving the target and developing best performance in any organization; using multidimensional approach to implement innovative ideas and creativity for accomplishing projects for organizational growth.

WORK EXPERIENCE

MTN Nigeria (Support engineer) (2018- present)

Responsible for providing onsite and first line support for hardware, operational and application devices in MTN which includes:

- Troubleshoot and fix escalated Operating System (OS), hardware and related application errors for all SIM registration devices.
- Troubleshoot and resolve Biosmart application issues.
- Carry out Firmware and other related software updates on all SIM registration devices.
- Managing client relationships and expectations, performing and analyzing customer satisfaction.
- Reporting, analysis and Inventory of the SEAMFIX EUD devices and peripherals.
- Ensuring a central support desk to coordinate field activities of the SIMREG support engineers and monitoring calls assigned to Support engineers while ensuring SLA is consistently met Managing client relationships and expectations.
- Leading and coordinating all SIMREG Engineers in the Northwest region.

System Administrator, (Elamadi Cyber Café, Lafia)

(2018)

- Coordination of all Cyber café activities,

Address

+ Behind Block 75A workers village Doma Road Lafia, Nasarawa State.

Contact

T: 08162625106
07062027979

National Youth Service Corps (NYSC)

(2017-2018)

Grand Service Coin, computer Services, opp. DASH, Lafia.

(2007-2011)

- Internet café assistant,
- Maintenance and troubleshooting of all business devices.
- Customer care and satisfaction.

EDUCATION

INSTITUTIONS ATTENDED WITH DATE:

2011– 2016 : Nasarawa State University Keffi
2007– 2010 : Nasarawa State Polytechnic Lafia
2002 – 2007 : Government Science School Lafia.
1996 - 2001 : Dunama Pilot Science Primary School, Lafia

QUALIFICATIONS WITH DATE:

2016 : BSc Psychology
2010 : National Diploma Computer Science
2007 : Senior School Certificate (SSCE)
2001 : First School Leaving Certificate (FSLC)

CORE COMPETENCIES

Communication: Effective verbal communication skills expressed in presentations, public speaking; with impressive writing and listening skills

Willingness to Learn: Enthusiastic, eager to learn, meet challenges and quickly assimilate new concepts with openness to develop and acquire new skills through employment

Problem-Solving: Innovative problem solver who can generate workable solutions and resolve complaints

PERSONAL VALUES: Professionalism, Integrity, Empathy, Work Ethic, Loyalty, Passion, Self-Confidence, Consistency, Reliability and Self-Motivated.

REFERENCES

Alh. Yusuf A. Loko

Former, Commissioner,
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Mrs. Zainab Adamu Ibrahim

Abuja Electricity Distribution Company, (AEDC), Lafia
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