

AJIBADE TAIWO FABUNMI

Address: 11, Awonubi Street, Pedro, Somolu LGA, Lagos State.
E-mail address: ajibadetf@gmail.com, taiwo_fabumi@yahoo.com
08063889004

I am a young, vibrant and result-oriented professional with specialty in: system and networking, Pre-paid water meter administration, installation and database management with work experience in IT, Construction and Banking industries to mention but a few. I have consistently and proactively carried out organizational targets. I have a clear understanding of the importance of meeting up with client, Customers and organizational requirements in order to achieve my Organizational Objectives. I have a demonstrated ability to develop programs and strategies that encourages the achievement of company's objectives. I have consistently surpassed project objectives through my resourcefulness, ability to prioritise tasks, good troubleshooting skills, problem solving skills, good oral communication skills, my willingness to work with and learn from people, work without supervision and good interpersonal skills.

CORE COMPETENCIES

- System installation and maintenance
- Networking installation and design (Switching and Routing) • Intercom connectivity
 - Pre-paid water meter administration and database management
- Client Relationship Management(CRM) • Vendor Management • Resourceful
 - Time Management • Team Work and Flexibility • Multitasking
- Computer Literacy (Microsoft office, Networking, Windows OS and servers, Retail Banking Operations applications) • Interpersonal Awareness • Attention to details. • Work without supervision • Emotion Intelligence • Responsible and accountable

PROFESSIONAL EXPERIENCE

ACCESS BANK NIG. PLC

(Oct; 2019 – Jan, 2020)

Access bank is one of the leading financial institutes in Nigeria with various branches across Africa and beyond.

Post Title: Customer Care Officer (somolu branch)

- Assisted customers with rectifying account issues, advised and helped stabilize their accounts and profiles for easy access to funds
- Issuance of ATM cards, lodgment of cheque request by customers and card management
- Tasked with daily movement of banking operation instrument from the vault
- Customers support for online banking and USSD code applications
- Supported the staff and IT personnel(s) in IT related fields
- Provided customers with good banking services
- Ensured customers information remained safe without bridge of banking ethics and codes.
- Enrolled customers for BVN and updates.
- Introduced company's products and services to new and existing customers.

IDMON ENGINEERING & CONSTRUCTION CO. LTD

(December, 2018 – present)

IDMON is a owned Nigerian engineering and construction firm specializing in water and energy infrastructures, providing services to several relevant sectors of Nigerian economy such as water, energy, manufacturing, oil and gas. IDMON name has been synonymous with construction excellence in the construction industry. We are experts in the engineering design, fabrication, and installation, hook up and commissioning of various facilities. Many of our activities fall within Engineering, Procurement, Installation and Commissioning (EPIC) project delivery, where our experience is based on a proven track record of successful delivery.

Post Title: Team Lead, Technical Support Pre-paid Meter (Island & Ikeja region)

I worked as a technical support team lead, responsible for electronic ultrasonic prepaid water meter technical support (hardware and software) and database management. In effort to reduce numbers of customer's faulty meters and increasing sales revenue for our client (Lagos State Water Corporation). Technical support on system and network related issues (Internal).

- Responsible for meeting with LWC staff to assist in solving customers issues.
- Represent my organization in meetings with RBMs (commercial and revenue) to discuss & proffer solutions to lingering water meter issues (Island region)
- Manage, supervise and administer water meter allocations
- Retrieve and disseminate faulty meters after repair
- Repair and reconfigure of Prepaid water meters (hardware & software)
- Support with system, server and network configuration related issues either on Site or remotely using: Team viewer, Anydesk and other remote utility programs.
- I co-assisted in restoring the SMIMS (Smart Meter Integrated Management System) server system with the Chinese manufacturer SUNTRONT INC. CHINA at LWC hqtrs ; Ijora.
- I ensure i give comprehensive monthly report of work activities
- Ensuring targets set for the month are met without supervision.
- Take client 's staff on trainings (Commercial and distribution personnel).

AUTECH NIGERIA LTD

(JULY, 2017- NOV. 2018)

An engineering firm with professional services spanning from IT, water infrastructure installation and consultation services.

Post Title: Technical field support officer

- Provided technical supports to clients and colleagues
- System maintenance, configure network, LAN and WLAN, TCP/IP configuration.
- Installed and co-assisted in configuring the servers and vending systems(10units) at LWC hqtrs; Ijora
- Supervised physical layer cabling and configuration of the access points (LAN) in the IT dept; from the GIS section to the server room.
- Collecting, sorting, analyzing customer's data (personal details, smart card information, unit on card).
- Supervised unskilled workers (plumbers) to install 250units of electronic Pre-paid meters for Lagos State Water Co-operation (SMART CITY, Lagos State project towards building a Mega City), in some selected areas currently using pre-paid water

meters at Dolphin Estate Ikoyi, in particular; Lekki phase 1, Victoria Island and Extension.

- I was in-charge of technical issues, Island region.
- Giving technical supports and training of LWC staff on system related issues, supports. Prepaid meter, bulk meter and also remote support for field workers and vending stations via teamviewer, anydesk or remote utility software.
- Provided support for server data management and maintenance.

Duties performed/Achievement:

- **Impacted** technical know-how of meter behavior to LWC staff in my region both on site and remotely.
- **Tracked**, eliminated and managed workplace hazards and risks
- **Lead** successful Administration and coordination of site works
- **Coordinated** emergency response for urgent customers issues both with client and their consumers.
- **Achieved** company aims and objectives in collaborations with other LWC staff members without any legal and community disturbance
- **Key player** in the achievement of restoring over 150 faulty meters from site in few months and installation of prepaid meters at Dolphin Estate, Ikoyi, 2017.

Co-assisted in configuring network installation for LWC hqtrs; Ijora, and monitoring system security, 2017.

County Investments and Projects Management Ltd.

(May, 2015- Jan, 2016)

Industrial Training (IT)

County Investment and Projects Management Company is an investment company rendering services to clients, specializing in: loans, building development and projects management.

Post title: IT student

- Tasked with checking clients profiles and documents (collateral)
- Daily update of clients account, financial statement analysis, collates, organize and analyze financial data.
- Daily report on clients' analyzed data to head of dept.
- Support on system related issues (Installations. Configuration, update of software and hardware).
- Call customers regards loan repayment and worked with loan recovery unit.

EDUCATION

Bachelor of Science (BSc.)

Statistics

Federal University of Agriculture Abeokuta, Ogun state 2012 - 2016

SSCE

Molaks High School, Iju, Lagos State 2009

CERTIFICATE

National Youth Service Corps certificate, OYO State. 2018

Ark of God College, Wofun,
Old Iwo road, Lagelu LGA, OYO State.

Training

Repair and troubleshooting of Electronic ultrasonic prepaid water meter. 2018
(Hardware & software)
Suntront Inc; China.

CCNA

2011

(Cisco Certified Network Associate)
Grem Consult, Lagos.

Comptia A+

2009

(Hardware & Software)
Medcom Global Ventures

ADDITIONAL INFORMATION

- Project management application - Beginner
- Window server 2012 & 2016 installation and configuration - Intermediate
- Retail Banking Applications - Intermediate
- Use of MS Office, SPSS - Intermediate

Referee(s):

Available on request.