

Otovo Kingsley Iroro

Delta State, Nigeria.

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Personal statement

Meticulous engineer with a knack for translating business needs into effective IT solutions. I deliver exceptional results consistently, on time, and under pressure through my rigorous and detail-oriented approach. Strong analytical skills keep me laser-focused on achieving objectives, while excellent interpersonal skills ensure seamless collaboration across all teams.

Key Skills

- System Administrator
- System Engineering.
- Microsoft Office Suite
- Search Engine Optimization
- Networking Engineer
- CCT V Consultant/Installation Engineer
- Creative thinking
- Teamwork
- Critical thinking
- Problem solving
- Decision making

Employment History

Information Technology Engineer

Seven-Up Bottling Company Nig, Ltd.

Ilorin Plant.

Department: IT January 2017-Date.

- Oriented staff to new equipment and systems, providing live demonstrations and answering questions.
- Monitor and Support QMS operation.
- Managed IT team workflows and established priorities, effectively maintaining schedules and consistently meeting objectives.
- Collaborated with project team members and cross-functional product teams to understand product changes, product design, implementation and deployment.

- Installation/Maintenance and Configuration of CCTV, both Analog and Digital.
- Trained users on proper use and configuration of software to reduce help desk requests.
- Migrated users to GW.
- Partnered with technical team members organize a provisional Business continuity plan to as to prevent technical downtime.
- Guided users through detailed hardware installations and technical fixes via phone call, email and live chat.
- Communicated clearly, asking informed questions and listening actively to provide targeted support for technical issues.
- Scheduled and executed system-wide software installations and upgrades.
- Reduced support calls by contributing self-help information, operating tips, FAQs and technical solutions to common problems.
- Installed and performed minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Removed broken or outdated hardware and replaced with new parts to achieve the desired level of performance.
- Investigated the feasibility of automating different office functions and implemented strategic solutions to improve efficiency.
- Managed maintenance, upgrade and support of IT, voice and data systems.
- Organized routine maintenance to keep computer systems performing effectively and secured against unauthorized access.
- Directed and planned installation and maintenance of computer hardware and software.
- Monitored use of computers and assigned stations for optimal use of available resources
- Training user for basic troubleshooting
- Support SFA users
- Worked as Ware-House Tally Clerk
- Worked as Operations Supervisor/Inventory

Education

- **University of People (In-View)**
Computer Science.
- **Federal Polytechnic Auchi, Auchi Nigeria.**
National Diploma in Mineral Resources Engineering Technology.
- **SAP S/4HANA for Beginners, Udemy.com** **March, 2022**
- **CompTIA A+ Cert Core 1 (220-1101)** **July,2023**
- **Cisco Certified Network Associate – CCNA** **Jan, 2021**
- **Network Fundamentals 200-125**

- **Industrial Safety course** **March 2010**
- **Advance Level 5 CCTV Certification** **Feb, 2020**
- **IT Fundamentals-Everything you need to know about IT.** **March 27, 2022.**
- **Introduction to service Management With ITIL@** **July 3, 2023**
- **IT Help Desk Professional** **March 28, 2024**

Hobbies & Interests

At my workplace, I'm deeply involved with our amateur football team. For over 9 years, I've worn two hats: **football analyst**, providing strategic insights, and **team captain/coordinator**, leading the team on and off the field. My passion for the sport extends beyond our team. Recently, I took on the role of **Sports Assistant Director**. In this role, I organize football tournaments alongside other sporting events like volleyball, basketball, and table tennis. Here, my focus is on managing performance and fostering key skills across different sports within the organization.

References

1. **Julien Kamal.**
General Manager
7up bottling company limited Ilorin
Kwara State
Tel: 08056491120.
2. **Oluwafemi Oke**
Talent Experience partner
7up bottling company limited Ilorin
Kwara State
Tel: 08056491206