

# Otovo Kingsley Iroro

Delta State, Nigeria.

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## Personal statement

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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

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- 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

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### 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

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- **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

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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

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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