OGUNDIPE RILWAN ROTIMI

Customer Support | Technical Helpdesk & Client Relations

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PROFESSIONAL SUMMARY

Technical Manager at Kaysar Technology (promoted November 2026), overseeing IT infrastructure, data security and digital content, including branded graphics and AI-driven video production. Hands-on in helpdesk, systems and network support, resolving 20–30 requests weekly with same-day turnaround across Finance, Marketing, Reception and the Office of the CEO. Skilled in Excel, Power Query, Power BI, Tableau, SQL and Python for dashboards and KPI reporting. Background in customer relations and team supervision; NDPR-aware. M.Sc. in Business Administration, MBA in progress. Seeking customer support roles.

CORE COMPETENCIES

Technical: IT infrastructure, helpdesk support, hardware and software troubleshooting, basic network administration, security, backups and access control

Digital Content: Branded graphics, AI-driven video production (Google Flow, Veo3 Lite), campaign materials

Data & Reporting: Data cleaning, dashboards, KPI reporting, SQL and Python (working knowledge)

Tools: Microsoft Office, Google Workspace, Excel (Pivot Tables, XLOOKUP, Power Query), Power BI, Tableau, CRM systems, Zoom, Teams, Trello

Management & Admin: Team supervision, staff training, request prioritisation, technical proposals and reports, documentation, vendor coordination

PROFESSIONAL EXPERIENCE

Technical Manager | Kaysar Technology, Lagos *Nov 2026 – Present*

- Manage and maintain the company's IT infrastructure, including computers, networks and office systems.
- Oversee software, digital platforms and company data, including security, backups and access control.
- Lead digital and content technology, including branded graphics and AI-driven video production.
- Plan and recommend technology upgrades; prepare technical proposals, reports and documentation for management.

Computer Analyst | Kaysar Technology, Lagos *Jun 2026 – Nov 2026*

- Supported Finance, Marketing, Reception and the CEO's office, resolving 20–30 requests weekly, same day.
- Managed 10–20 staff devices, Windows, Microsoft Office and business applications, keeping downtime low.
- Prepared monthly NYSC corps attendance reports; supervised a Computer Science industrial-training student.

IT Officer | Qudbos Construction, Ikeja, Lagos *2023 – May 2026*

- Provided IT and administrative support to 10–15 staff across office and site operations.
- Managed 10+ devices and inventory, coordinated procurement, and maintained office networks and printers.
- Trained staff on new software and systems and provided ongoing troubleshooting support.

Sales & Marketing Head | Justrite Supermarket *2022 – 2023*

- Monitored daily sales, identified slow-moving products, and ran promotional campaigns and displays to improve turnover.
- Supervised sales staff and customer service standards.
- Analysed sales trends and buying patterns to support stock planning and marketing decisions.

Customer Relationship Officer | Pyrafield Homes Limited, Agbara, Ogun *2021 – 2022*

- Handled 50+ client interactions per day, maintaining accurate records in CRM and internal database tools.
- Retained repeat clients through proactive outreach, timely issue resolution and complaint follow-up.

Assistant Hotel Manager | Goldlux Hotel, Agege, Lagos *2019 – 2020*

- Supervised a team of 40 staff, including hiring, training and coordinating food, maintenance and front-desk teams.
- Managed front-desk and reservation systems, handling 100+ guests and bookings with accurate records.

Freelance Document, Design & Data Support | Self-employed, Lagos *Ongoing*

- Deliver ATS-friendly CVs, cover letters, reports and campaign posters to client briefs as PDF or image.
- Clean and structure data in Excel and Power Query, and build dashboards for reporting.

SELECTED PROJECTS

- **Sales Data Dashboard (Python, Tableau):** cleaned raw sales data and built a KPI dashboard; identified a 15% underperformance in one product category.
- **Financial Performance Dashboard (Power BI):** tracked expenses, revenue and profitability across periods with DAX measures.

EDUCATION

- MBA, Lagos State University (LASU), 2026 – 2028 (in progress)
- M.Sc. Business Administration, Lagos State University (LASU), 2023 – 2025
- B.Sc. Business Administration, Esep Le-Berger University, Benin Republic, 2013 – 2017
- NYSC certificate, completed national service 2017 – 2018

TRAINING & CERTIFICATIONS

- Google Data Analytics Certificate, Google / Coursera (2026)
- Data Analysis with Python, SQL for Data Analysis and Tableau Fundamentals, HIIT (2026)
- Digital Marketing & Project Management, HIIT (2022)
- Microsoft Suite & Google Workspace, NEW-HORIZON (2017)
- Nigeria Data Protection Regulation (NDPR) Awareness

ADDITIONAL INFORMATION

Languages: English (fluent), Yoruba (native) | Availability: Immediate | Work type: Full-time, contract, hybrid or remote

REFEREES

Available on request.