DEHINBO JOSEPH OLUWASAYO

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SUMMARY

Results-driven Computer Science graduate with practical experience in hardware troubleshooting, software installation and flashing, device repair, soldering and micro-repair, and customer service. Skilled at diagnosing technical issues, solving problems efficiently, and working with attention to detail. Experienced in working directly with customers and handling technical tasks in a fast-paced environment. Passionate about technology and continuously developing skills in IT, cybersecurity, software development, and other emerging technologies.

EDUCATION

B. Sc in Computer and Information Science — **2021 - 2025**

Tai Solarin University of Education — *Ogun State, Nigeria*

- **Graduated with Second Class Upper**

EXPERIENCE

Tee John Global Technology — *Ogun state, Nigeria*

Phone Repair Technician (Intern) — **2019 TILL 2021**

- High level attention to detail, ensuring accuracy and quality in every repair
- Proficient in mobile Software installation, updates, flashing and troubleshooting
- Supported customer service and device intake
- Skilled in precision soldering and repair of delicate mobile components
- Excellent problem-solving ability , ensuring efficient and effective repairs solution

Phone Repair Technician (General Supervisor) — **2021 TILL 2024**

- Supervised daily repair-shop operations and workflow
- Trained and Guided junior technicians and interns
- Monitored repair quality and ensure timely completion of jobs
- Handled customer complaint and provided technical solutions

Phone Repair Technician (Manager) — **2024 TILL DATE**

- Managed overall day-to-day operations of the repair business
- Managed inventory, purchasing, pricing and stock records
- Maintained customer relationships and ensured customer satisfaction
- Handled advanced phone diagnostics, repairs and troubleshooting

TRAINING AND CERTIFICATION

INDUSTRIAL TRAINING (SIWES) — *Akute, Ogun State, Nigeria*

Tee John Global Technology — ***2023 - 2024***

Siwes Trainee

ACTIVITIES

- Peer support and informal training of junior technicians
- Researching Solutions for uncommon or complex device faults

SKILLS

- Time management and ability to handle multiple repairs efficiently
- Communication skills (explaining technical issues to non-technical customers)
- Teamwork and Collaboration in a workshop environment
- Record keeping and Job tracking
- Basic computer skills as well as Adaptability and quick learning of new devices or tools
- Python Trainee

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