OLUWAFEMI EVANS AKANDE

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PROFESSIONAL SUMMARY

Motivated IT Support Technician with foundational skills in cybersecurity, networking, and user support. Strong background in customer service and operations across Nigeria and the UAE. Equipped with problem-solving abilities, communication skills, and hands-on experience with digital tools. Adept at assisting end-users, resolving basic technical issues, and maintaining smooth daily operations.

CORE COMPETENCIES

- Technical Support & Troubleshooting
- Networking Fundamentals
- Cybersecurity Essentials
- Windows OS Support
- Hardware Setup & Maintenance
- Customer Service & Communication
- Incident Escalation
- Documentation & Reporting
- Multitasking in High-Traffic Environments

PROFESSIONAL EXPERIENCE

AGO Lounge, Ado-Ekiti, Nigeria

Customer Service & Operations Assistant | 2021 – Present

- Assisted with basic troubleshooting of POS systems and internal lounge devices.
- Supported day-to-day operations, ensuring smooth service delivery.
- Managed customer interactions, inquiries, and escalated issues when needed.
- Maintained accurate logs and provided operational support to management.

Gold Sqsouck, Dubai, UAE
Customer Service Representative | 2019 – 2020

• Delivered high-quality customer support in a multicultural environment.

• Resolved customer complaints and provided product guidance.

• Supported basic troubleshooting for electronic devices and accessories.

• Improved customer satisfaction through effective communication.

Al Anada Supermarket, Dubai, UAE
Retail & Store Assistant | 2015 – 2018

• Supported daily retail operations, merchandising, and customer service.

• Assisted in inventory checks and POS transactions.

• Ensured a clean, organized, and customer-friendly store environment.

George Akande & Associates, Nigeria
Administrative Assistant | 2007 – 2014

• Handled documentation, filing, and office coordination.

• Provided front-desk support and customer communication.

• Maintained records and assisted in administrative workflow.

EDUCATION & CERTIFICATIONS
• Intro to Cybersecurity — New Horizon (2025)

• Networking Fundamentals — New Horizon (2025)

• B.Sc., Ladoke Akintola University of Technology (2016)

• Diploma, Ekiti State University (2012)

• National Diploma, Quantity Surveying (2013)

TECHNICAL SKILLS
• Windows 10/11

• Basic Networking (LAN/WAN)

• Cyber Hygiene Practices

• Ticketing Systems (Beginner)

• Microsoft Office Suite

• Device Setup & Peripheral Support

HOBBIES

Reading • Technology Learning • Music • Travel & Adventure

REFEREES

Available upon request