



# Rilwan Adewale Adelaja

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## ABOUT ME

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A prolific and exceptional IT professional with over five years of experience working directly with a team of IT experts ranging from hardware technicians to software engineering tech-driven talents.

Possess extensive experience in directly engaging clients from both the private and public sectors and a proven track record of delivering high-quality IT services to client organizations, including the development of IT strategies that have demonstrably increased productivity and helped them achieve their organizational goals.

## WORK EXPERIENCE

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### IT Lead - Hybrid

**AFI-L FMCG Company** [ 05/02/2023 - Current ]

City: Ibadan | Country: Nigeria

- Led IT teams and ensured that they were focused on the company's strategic goals. This involved managing project timelines, allocating resources, and providing direction and guidance to team members leading to over 30% of increased productivity.
- Developed and implemented IT policies and procedures that aligned with the company's overall goals. This involved creating policies around data security, IT service management, and software development.
- Oversaw the planning, implementation, maintenance, and optimization of the ERP system within the organization.
- Managed the company's IT infrastructure, including networks, servers, and databases.
- Collaborated with other departments within the FMCG company to ensure that technology was being used effectively to achieve business objectives.

### Senior, Fullstack Developer - Remote

**Delwathon IT Solutions** [ 27/02/2023 - Current ]

City: Ibadan | Country: Nigeria

- Spearheaded the development and execution of a visionary technology strategy, intricately aligned with overarching business objectives.
- Drove innovation initiatives, fostering a culture of creativity and continuous improvement within the technology team.
- Led cross-functional teams in the successful planning and execution of software development projects, ensuring adherence to rigorous quality standards, timelines, and budget constraints.
- Optimized technology architecture and infrastructure for scalability, security, and performance, resulting in enhanced operational efficiency.
- Championed research and development efforts, consistently keeping the organization at the forefront of emerging technologies to maintain a competitive edge.
- Built and led a high-performing technology team, providing mentorship and fostering a collaborative, innovative work environment.

## **Technical Support Specialist – Remote**

**Mobile Power LTD** [ 12/11/2022 – Current ]

City: Sheffield | Country: United Kingdom

- Offered support and delivered solutions to five African countries, namely Sierra Leone, Congo, Uganda, Liberia, and Nigeria
- Developed how-to documentation in step-by-step formats, along with screenshots and videos to help our customers learn how to use our software.
- Reviewed existing documentation when office software was updated and made appropriate enhancements
- Examined helpdesk tickets and looked for common questions that documentation could help answer and developed that documentation.
- Managed escalated issues and continued to communicate with Mobile Power Agents in a timely fashion to inform them of progress.

## **IT Assistant - NYSC**

**AFI-L FMCG Company** [ 11/11/2021 – 10/11/2022 ]

City: Ibadan | Country: Nigeria

- Provided real-time IT support for all hardware and CUG downtime in all outlets.
- Helped train staff and new starters on the use of the company's IT hardware, software and telephony systems.
- Provided timely updates and management of the company website and social media handles.
- Provided remote and on-site network infrastructure support for all outstations.
- Created timely creative designs for ads, monthly and festive period designs of postcards and other assigned company designs.
- Provided accurate/updated and timely reports of hardware audit and email directories.

## **IT Assistant – Internship**

**Olam Grains, Crown Flour Mill** [ 15/06/2019 – 24/09/2019 ]

City: Lagos | Country: Nigeria

- Provided technical advice and guidance for internal IT issues to users for basic issues.
- Assisted with technical and administrative support.
- Helped organize IT equipment to allow quick response to common failures in IT infrastructure or urgent needs.
- Helped maintain and manage secure backup systems and offsite archiving.
- Tracked IT assets and helped organize the recycling and decommissioning of IT equipment as required.

## **Helpdesk and IT Support Specialist – Internship**

**Tai Solarin University of Education** [ 16/01/2015 – 30/01/2016 ]

City: Ogun | Country: Nigeria

- Kept computer systems running smoothly and ensured every staff got the maximum benefit from them.
- Troubleshoot and resolved helpdesk requests.
- Tracked and updated issues, ensuring proper recording, documentation, and closure.
- Provided timely intervention to network downtime issues during examination using the institutions computer-based test software application.
- Helped with student's course registration, O'Level result verification, tuition fee and general school portal issues.
- Provided technical support for all staff from various departments within the institution.

## **IT Technical Support – Internship**

**O&C IT Solutions** [ 03/11/2013 – 27/02/2014 ]

City: Ogun | Country: Nigeria

- Dealt with incoming issues and faults in a professional, courteous manner over the phone, via email, in person or via any other method.

- Installed, configured and maintained software and hardware components of computer and network systems.
- Repaired and replaced damaged computer and network components.
- Ensured the security of client and server computers by installing and upgrading antivirus and firewall software, alongside vital update patching of devices.
- Maintained and updated technical documentation regularly.

### **IT Technician – Trainee**

**Technocrat Technology Company** [ 11/06/2010 – 29/09/2012 ]

City: Ogun | Country: Nigeria

- Provided technical support for incoming queries related to systems, software, hardware and networks.
- Coordinated IT equipment procurement, deployment and maintenance.
- Assisted clients with issues and provided 'how to' advice for their systems.

## **EDUCATION AND TRAINING**

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### **Bachelor of Technology (Computer Science)**

**Ladoke Akintola University of Technology- Ogbomoso, Oyo State** [ 12/09/2015 – 26/06/2021 ]

City: Oyo | Country: Nigeria

### **National Diploma (Computer Engineering)**

**Gateway Polytechnic – Remo, Ogun State** [ 06/09/2012 – 17/07/2014 ]

City: Ogun

## **SKILLS**

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### **Communication, Digital and Leadership skills**

- Excellent Communication Skills
- Great Leadership Skills
- Analytical & Problem-Solving Skills
- Teamwork and Collaboration
- Strong Documentation Skills
- Vast with all major desktop operating system such as Windows, Mac OS, Linux.
- Solar Power Installation
- Proficient in the use of Microsoft Office Packages
- Skilled in hardware repair and maintenance
- Expertise of PHP Software Development (Laravel & CodeIgniter)
- Network Installation & Maintenance (Intercom, Datacom, CCTV)
- Cloud Computing
- Ethical Hacking
- Database Administration

## **ACCOMPLISHMENTS**

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### **Huge feats accomplished at different career stages.**

- Successfully advanced from overseeing the Nigerian Team to assuming leadership responsibilities for the Sierra Leone, Liberia, and Congo Teams at Mobile Power Ltd.
  
- Led a team of 7 in the development of the following software solutions
  - School Management System
  - Hotel Management System
  - Computer-Based-Test Software
  - Stock Management System
  
- During my NYSC service year at AFI-L FMCG Company, I was able to develop and deploy
  - An Expense Tracking System for the Finance Team
  - A Support Ticket System for the IT Team
  
- During my internship at Olam Grains, Crown Flour Mill, I was opportune to deliver
  - A Requisition System for the Store Team
  - A Report Submission System for the Maintenance Team