

RIDWAN ABDULRASAQ

CONTACT DETAILS

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WWW

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WWW

www.tomzytech.co.uk

Driving licence

Driving licence

SKILLS

- First-line support
- Hardware & software troubleshooting
- Incident diagnosis and resolution
- User account support & password resets
- Windows 10/11
- Microsoft Office 365
- Active Directory (basic)
- VirtualBox
- TCP/IP
- DNS
- DHCP
- Connectivity troubleshooting
- Ticketing systems
- Remote support tools
- Device setup and configuration
- Documentation and incident tracking
- Communication
- Problem solving
- Teamwork
- Time management

PERSONAL STATEMENT

Proactive and detail-oriented Computer Science graduate with hands-on experience delivering first-line IT support across hardware, software and network environments. Experienced in diagnosing and resolving technical issues, supporting end users and maintaining system performance in fast-paced environments. Demonstrates strong troubleshooting ability across desktops, laptops and digital systems, with a structured approach to incident resolution and user support. Skilled in configuring systems, resolving connectivity issues and assisting non-technical users with clear and effective solutions. Currently seeking an IT Support / Service Desk Analyst role where I can contribute immediately, deliver reliable user support and continue developing expertise in systems administration, networking and cloud technologies.

WORK HISTORY

IT Support Technician

Oct 2023 – Jan 2026

CIG Cleaning Services

London

- Delivered first-line IT support to 20+ staff, resolving hardware, software and user access issues to minimise downtime and maintain productivity
- Diagnosed and resolved faults across desktops, laptops and user devices, achieving high first-time fix rates
- Installed, configured and maintained operating systems, business applications and peripheral devices across multiple workstations
- Supported users with login issues, password resets and troubleshooting queries, reducing recurring access issues
- Investigated and resolved network connectivity issues including IP configuration and internet access problems
- Maintained accurate records of incidents, updates and resolutions, ensuring consistent issue tracking and follow-up
- Provided clear technical guidance to non-technical users, improving user confidence and reducing repeat support requests

IT Support Technician

Dec 2021 – Sept 2023

AIT-Links

Nigeria

- Diagnosed and resolved hardware and software issues across 30+ desktop and laptop systems
- Installed and configured operating systems, applications and peripheral devices for users across multiple departments
- Delivered first-line support, assisting users with system errors, setup and connectivity issues, improving issue resolution times
- Performed system maintenance, upgrades and repairs, improving system performance and reducing downtime
- Troubleshoot network issues including DNS errors and connectivity failures, restoring stable system access
- Provided on-site and remote technical support, ensuring timely issue resolution across multiple users

QUALIFICATIONS

- CompTIA A+, Planned
- Google IT Support Professional Certificate, Ongoing

REFERENCES

References available upon request

Service Desk Analyst

Femtechit

Oct 2019 – Nov 2021

Nigeria

- Provided first-line IT support, handling daily user tickets and technical queries across hardware, software and system access
- Logged, tracked and managed support tickets, ensuring timely resolution within service expectations
- Assisted users with password resets, account access issues and system navigation, improving user productivity
- Diagnosed and resolved common technical issues, escalating complex problems appropriately
- Maintained accurate records of incidents and support resolutions for tracking and reporting
- Delivered clear communication to users, ensuring issues were understood and resolved efficiently

Freelance IT Support & Technical Specialist

Self Employed

Jan 2014 – current

Leicester, LCE

- Provided technical support across websites and digital platforms, supporting multiple clients and projects
- Diagnosed and resolved system-related problems using structured troubleshooting techniques, improving system reliability
- Managed updates and ensured smooth functionality of online platforms and digital systems
- Maintained organised documentation and tracked issues across multiple projects, ensuring consistency and efficiency
- Delivered clear technical solutions to users and clients, improving user experience and issue resolution
- Resolved user-reported issues efficiently, reducing recurring technical problems and improving system usability
- Provided remote support and guidance to users, ensuring fast and effective issue resolution

EDUCATION

BSc in Computer Science

Kwara State University

June 2025

HND in Computer Science

Kwara State Polytechnic

Aug 2019

ND in Computer Science

Kwara State Polytechnic

Sept 2016

PROJECTS

- IT Support Home Lab - Practised troubleshooting workflows and system support scenarios
- Website Troubleshooting - Diagnosed and resolved website performance issues
- System Diagnostics - Identified and resolved hardware/software faults