

Oluwatobiloba Arawole

IT & Technical Support Specialist | Frontend Developer | Customer Support

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Ikeja, Lagos, Nigeria

arawole-portfolio.vercel.app

PROFESSIONAL PROFILE

Results-driven IT & Technical Support Specialist with over three years of experience in customer-facing technical roles, covering domain hosting, DNS configuration, SSL management, and web infrastructure. Combines deep frontend development expertise (React.js, JavaScript, Python) with a genuine commitment to solving problems efficiently and leaving clients better informed. Equally comfortable troubleshooting server-side issues, guiding non-technical users through complex processes, or collaborating with engineering teams to improve service delivery.

WORK EXPERIENCE

Customer Support Officer

January 2025 - Present

HostAfrica · Lagos, Nigeria

- Provide technical assistance for domain hosting, website management, DNS configurations, SSL certificate installations, and cPanel/WHM navigation.
- Diagnose server-side issues, escalate to technical teams, and maintain client communication throughout resolution.
- Document customer interactions and solutions in internal ticketing systems for accurate record-keeping.
- Educate clients on best practices for site performance, domain renewals, backups, and account security.

Project Manager & Frontend Developer

August 2024 - March 2025

RideAngelo · Lagos, Nigeria

- Led technical and project management efforts for a subscription-based ride-sharing application.
- Designed and implemented web app interfaces using React.js and mobile solutions using React Native.
- Coordinated backend integration with Django, ensuring reliable API communication and data management.
- Delivered a scalable, user-friendly platform within agreed timelines and stakeholder requirements.

Customer Support Officer

April 2023 - January 2025

GO54 (WhoGoHost) · Lagos, Nigeria

- Resolved customer queries on domain hosting, email setup, website migrations, and hosting plan upgrades.
- Assisted clients with DNS configurations, SSL installations, and cPanel/WHM navigation.
- Diagnosed and escalated server-side issues while maintaining continuous client communication.
- Collaborated with product and technical teams to relay user feedback and drive service improvements.

Frontend Developer

August 2023 - May 2024

Payr · Lagos, Nigeria

- Developed and maintained a responsive web application connecting sellers and buyers using React.js.
- Implemented a real-time chat interface using WebSockets for seamless user communication.
- Built dynamic, reusable UI components with state management via Redux and Redux Toolkit.
- Integrated APIs for user authentication, product listings, and payment systems.

Software Developer

June 2023 - March 2024

Novaji Introserve · Lagos, Nigeria

- Contributed to a fintech application frontend, improving user experience through responsive design.
- Led development of a school management system using Odoo ERP, streamlining student and administrative operations.

- Customised Odoo ERP ticket management using Python and XML with dynamic JavaScript functionality.
- Contributed to a bank compliance system implementation using Oracle APEX.

Web Developer

July 2022 - August 2023

Anchor Ministries · Johannesburg, South Africa (Remote)

- Designed, developed, and launched the official church website and a radio streaming website.
- Maintained both sites, regularly updating content and ensuring performance and security.

Frontend Developer Intern

May 2021 - September 2021

Soft Alliance · Lagos, Nigeria

- Assisted in implementing website features and improvements, collaborating with the development team.
- Supported debugging and front-end issue resolution across web projects.

EDUCATION

B.Eng. Computer Engineering

2016 - 2022

Federal University Oye-Ekiti (FUOYE) · Oye-Ekiti, Ekiti State, Nigeria

- Second Class Lower Division | CGPA: 2.74 / 5.0
- Relevant Coursework: Artificial Intelligence, Neural Networks, Computer Security, Cryptography, Software Engineering, Data Communication & Networks, Embedded System Design.
- Final Year Project (Grade A): Developed a web-based legal practitioner decision-making system powered by an Artificial Neural Network.

TECHNICAL SKILLS

Languages	JavaScript, TypeScript, Python, Java, HTML, CSS
Frameworks & Libs	React.js, Next.js, React Native, Redux, Redux Toolkit, Tailwind CSS, Sass, MUI
Hosting & Systems	cPanel, WHM, WordPress, Odoo ERP, Oracle APEX, Netlify
Tools	Git, GitHub, GitHub Actions, Figma, Jira, Confluence
Support Skills	DNS Configuration, SSL Installation, Website Migration, Ticketing Systems, API Integration, WebSockets, Software Debugging

KEY COMPETENCIES

Effective Communication	Problem-Solving & Troubleshooting	Attention to Detail
Adaptability & Fast Learning	Cross-functional Collaboration	Empathy & Client Relations

LANGUAGES

English (Fluent, Professional) Yoruba (Native)

References available upon request