
JOSHUA AJIRIONOWHO ODUBU

SENIOR ICT AND AV TECHNICIAN | FRONTEND WEB DEVELOPER

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PROFESSIONAL SUMMARY

Dedicated ICT and AV professional with extensive experience in medical education support. Skilled in setup, maintenance, and troubleshooting of AV and ICT systems, including video conferencing and projection. Proven ability to provide expert training and technical support, ensuring seamless operations. Experienced in managing loan equipment, implementing policies, and maintaining records for high service standards. Committed to enhancing user experience, operational efficiency, and regulatory compliance.

CORE SKILLS & STRENGTHS

- Customer Service
- Troubleshooting Systems
- Helpdesk Ticketing Systems
- Office 365 Management
- Active Directory User Management
- Windows 10 Administration
- Communication & Collaboration
- Time & Task Management
- Critical Thinking & Problem Solving
- Leadership & Adaptability
- Entrepreneurial Thinking
- Peer Coaching & Feedback
- Modern Web Stack Proficiency
- Client-Focused Web Development & Support
- Technical Troubleshooting & Debugging
- Project & Task Management
- Team Collaboration & Growth Mindset

CORE STRENGTHS

- **Networking** – LAN, WAN, WI-FI, TCP/IP, DHCP, DNS.
- **Operating Systems** – Windows 10, Windows Server 2016, 2019, MacOS.
- **Desktop Applications** – Microsoft Office 365 applications and third-party desktop applications.
- **Ticketing Systems** – Microsoft Office 365 applications and third-party desktop applications.
- **Desktop Applications** – ServiceNow, Cloud Spiceworks, ServiceDesk Plus, ManageEngine-ADManager.
- **Remote/Shadowing** – Zoom, Remote Assistance, Remote Desktop Connection.
- **Security** – Windows Firewall, Windows Defender, Anti-Malware, VPN, Proxy Server
- **Desktop Applications** – Microsoft Office 365 applications and third-party desktop applications.
- **Other Skills** – Troubleshooting printers and mobile devices, familiarity with MacOS and Linux systems

TECHNICAL EXPERIENCE

Frontend Web Development

ALX Africa | Aug. 2025 – Dec. 2025

- Currently enrolled in ALX Africa's 6-month Front-End Web Development programme (HTML, CSS, JavaScript, React, Tailwind CSS).
- Gaining hands-on experience through real-world projects, including a capstone project and personal portfolio website.
- Learning version control with Git and GitHub, API integration, responsive design, and UI/UX best practices.
- Completed ALX Professional Foundations module covering communication, teamwork, agile methods, and personal branding.

Professional Foundations Certificate

ALX Africa | May 2025 – Aug. 2025

- Completed an intensive 3-month career readiness program focused on 21st-century workplace skills, including communication, leadership, task management, and critical thinking.
- Delivered peer-reviewed team projects using Agile methods
- Mastered tools like Figma, Notion, Canva, Loom, Miro, and Google Workspace
- Completed projects in entrepreneurial thinking and problem-solving using the McKinsey Framework and Design Thinking

Member

Jobskillshare Platform | April 2023 – present

- Create and manage technical documentation for other JSS members.
- Research and develop knowledge base articles for IT support skills on LinkedIn.
- Supported and maintained effective relationships with other members.
- Strong knowledge of client and server systems using Active Directory and Domain Controllers.
- Tracing and reviewing important account information in Office 365.

PROFESSIONAL EXPERIENCE

Senior ICT and AV Technician (Medical Education)

University Hospitals Coventry and Warwickshire (UHCW) NHS Trust | Full-time | Sept. 2024 to till date

- Installed, configured, and maintained ICT and AV systems including PCs, peripherals, and video conferencing equipment for over 90 events annually, achieving a 98% system uptime rate across education and training environments.
- Diagnosed and resolved 90% of technical issues independently, coordinating repairs and system upgrades with external contractors when required, resulting in a 25% reduction in downtime and faster service restoration.
- Delivered hands-on training and user support to more than 80 stakeholders, enhancing system usability and reducing AV-related event delays by 30% through improved user confidence and familiarity.
- Managed a pool of over 20 loan equipment assets, tracking usage, returns, and maintenance, while ensuring 100% inventory compliance with Trust policies and audit standards.
- Led policy implementation and system compliance efforts, collaborating with NHS and academic partners across local, regional, and national video links, while maintaining full adherence to data protection, FOI, and health and safety regulations.

Junior ICT and AV Technician (Medical Education)

University Hospitals Coventry and Warwickshire (UHCW) NHS Trust | Full-time | Jun. 2024 to Sept. 2024

- Delivered end-to-end AV and ICT support for over 150 educational events annually, ensuring seamless setup, operation, and maintenance of video conferencing, sound, lighting, and projection systems in line with event requirements.
- Resolved 95% of ICT and AV equipment issues on first contact, performing diagnostics, minor repairs, and preventive maintenance on PCs, peripherals, and AV hardware to minimize downtime during critical sessions.
- Trained and supported 200+ users, including educators and clinical staff, on the effective use of ICT and AV systems—enhancing user confidence and contributing to a 30% reduction in repeat support requests.
- Managed and tracked 100+ loan equipment items monthly, ensuring accurate inventory control, timely returns, and 100% compliance with audit and safety protocols.
- Collaborated with the AV Manager to implement system policies and technical standards, contributing to a 20% improvement in operational efficiency and full compliance with data protection, health & safety, and Trust guidelines.

Store Associate

Barnardo's | Part-time | Nov. 2023 to Mar. 2024

- Coordinated stock generation and donation sign-ups, ensuring compliance with Gift Aid regulations, resulting in a 15% increase in donated items.
- Managed stock sorting, pricing, and arranged the sales floor, meeting profit targets and enhancing sales by 20%.
- Facilitated public engagement and encouraged donations while adhering to Gift Aid procedures, leading to a 25% increase in Gift Aid sign-ups.
- Provided exceptional customer service, consistently reflecting Barnardo's expectations, achieving a 95% satisfaction rate among customers.

Kitchen Porter/Assistant

Elior Uk | Part-time | Aug. 2023 to Nov. 2023

- Managed efficient cleaning and sanitation of a high volume of dishes, utensils, and kitchen equipment, adhering to strict hygiene standards, and contributing to a 95% cleanliness rating in health inspections.
- Implemented waste disposal procedures in compliance with environmental guidelines, reducing waste output by 20% through improved sorting and disposal methods.
- Organized and replenished cleaning supplies, detergents, and disposable items, optimizing inventory management and reducing restocking frequency by 15%.

Warehouse Sorter

PPX Solutions Ltd | Part-time | July 2023 to Nov. 2023

- Efficiently sorted and categorized incoming shipments based on product type, size, and destination, ensuring accurate allocation and timely distribution of goods.
- Collaborated with the warehouse team to optimize sorting processes, resulting in a 20% increase in sorting speed and productivity.
- Maintained a clean and organized sorting area, adhering to safety protocols and best practices, promoting a safe and efficient work environment.

IT Support

Bleu Ciel Enterprise | Full-time | Aug. 2021 to June 2023

- Ensure optimal functionality of computer systems and networks, resolving over 50 hardware and software issues per week with a 95% satisfaction rate from end-users, maximizing operational efficiency and user productivity.
- Installed, configured, and maintained computer hardware, operating systems, and applications, completing over 20 installations and configurations monthly with a 100% accuracy rate, ensuring seamless system operation and user satisfaction.
- Provide comprehensive technical support to users via face-to-face interactions, phone calls, and remote desktop software, achieving a 90% first-call resolution rate and reducing downtime by 25%.
- Troubleshoot and diagnose system and network problems, replacing faulty parts as necessary, resulting in a 30% decrease in system downtime and ensuring uninterrupted workflow for staff and clients.
- Facilitated application rollouts, setting up over 50 new user accounts monthly and addressing password issues contributing to enhanced user experience and system efficiency.

Verification Officer (Customer Service)

BlueRidge Micro Finance Bank | Full-time | Jan. 2021 to Aug. 2021

- Handled a high volume of outbound calls daily, averaging over 80 calls, to address customer loan requests, demonstrating strong communication skills and efficiency in managing inquiries.
- Provided exceptional customer service, offering friendly and efficient assistance to customers, effectively handling challenging situations with ease, and maintaining a high level of professionalism.
- During staffing shortages, I assisted the IT team. I also refreshed Wi-Fi networks and addressed network connection issues, reducing business disruption by 80%.
- Ensured compliance with standards, policies, and regulatory guidelines while performing duties, maintaining confidentiality of customers' information and details, and upholding ethical practices.

EDUCATION

- **M.Sc. International Business with Data Analytics** – Ulster University, Birmingham | May 2023 to Present
Modules include: International finance, Digital Landscape, Global Business in Context and Global Marketing and Sales Development, Data Analytics, International Entrepreneurship, Global Strategy Development and Implementation.
- **B.Sc. Actuarial Science** – University of Lagos | Nov. 2008 to Oct. 2011