

BOLUWATIFE OSISANYA

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PROFESSIONAL SUMMARY

Detail-oriented information systems and quality assurance professional with an Advanced Diploma in Computer Systems Technology – Networking and progressive experience supporting records, documentation, information accuracy, system administration, operational reporting, data integrity, compliance, and process-driven environments. Experienced in researching discrepancies, maintaining accurate electronic records, documenting system changes, administering operational systems, safeguarding confidential information, preparing reports, and following established policies and procedures. Strong analytical, problem-solving, communication, and organizational skills, with experience supporting employees and operations across healthcare, logistics, data centre, and corporate IT environments.

CORE COMPETENCIES

- Records & Information Management
- Electronic Records & Documentation
- Information Analysis & Research
- Data Integrity & Quality Assurance
- Records Accuracy & Compliance
- Information Privacy & Confidentiality
- Operational Reporting
- Records Tracking & Inventory Control
- Policies, Procedures & Standards
- Workflow & Process Analysis
- Document Control
- Information Systems Administration
- Microsoft Office
- Warehouse Management Systems
- Microsoft Active Directory
- Data Backup & Recovery Support
- Technical Documentation
- User Access Administration
- Audit & Discrepancy Investigation
- Cross-functional Collaboration
- Analytical Problem Solving
- Training & User Support

EDUCATION

Centennial College

**Advanced Diploma — Computer Systems Technology – Networking
2014–2018**

CLI College of Business, Health & Technology

Personal Support Worker Certificate

2023

PROFESSIONAL EXPERIENCE

Walmart Canada Logistics — Quality Assurance Associate / Warehouse Operations Associate

July 2019 – October 2024 | Mississauga, Ontario

- Conducted daily quality assurance reviews and audits of operational, inventory and order-fulfilment information to identify discrepancies and support information accuracy.
- Researched complex inventory discrepancies, analyzed supporting information and prepared documentation for corrective adjustments and supervisor approval.
- Maintained accurate electronic inventory and operational records using Warehouse Management Systems while following established organizational policies and procedures.
- Administered WMS information including new-item setup, item profiles, slot records, sequencing, module updates, replenishment information, marshalling, recalls and record maintenance.
- Reviewed reports and transactional information for accuracy, completeness and compliance with operational requirements.
- Prepared and processed daily TPR reports within established timelines to support Finance and organizational reporting requirements.
- Documented inventory defects, shortages, damaged products and quantity discrepancies and communicated findings to appropriate operational stakeholders.
- Supported supervisors with system updates, information requests and resolution of data-quality issues.
- Maintained compliance with quality assurance policies, safety standards and established operational procedures.
- Supported accurate tracking and lifecycle management of inventory information within a high-volume operational environment.

Teranet Inc. — Data Centre Operations / Infrastructure Specialist

September 2016 – April 2017 | Greater Toronto Area

- Executed scheduled and on-demand system backups and scripts in accordance with service requests, established procedures and completion timelines.
- Supported information availability and operational continuity through backup, file-transfer and systems-support activities.
- Managed operational requests including file transfers, redirects and creation and maintenance of run-sheet documentation.
- Maintained accurate data-centre inventory and asset records to support information integrity, tracking and operational readiness.

- Administered user access through Microsoft Active Directory, including group membership, password resets and account-access support.
- Followed documented procedures, service tickets and operational standards to ensure accurate and auditable completion of infrastructure activities.
- Supported secure access to organizational information systems while maintaining appropriate user permissions and operational controls.
- Assisted with network configuration, connectivity, drive mapping and infrastructure documentation.

Kelly Services — Computer Technician

- Maintained accurate documentation of system deployments, testing activities, configuration changes and completed technical work.
- Performed virtual-machine migrations, testing and decommissioning in accordance with documented procedures and technical standards.
- Analyzed and troubleshoot network and system issues and documented outcomes to support operational continuity.
- Supported implementation of new technologies while ensuring tasks were completed accurately and in accordance with established processes.
- Worked within structured technical workflows requiring attention to detail, documentation accuracy and compliance with organizational procedures.

Honda Canada Inc. — IT Support Technician, PC Operations

- Provided Tier 1 and Tier 2 technical and information-systems support to more than 250 employees across the organization.
- Maintained accurate inventory and asset records for computers, peripherals and related technology.
- Supported installation, configuration, deployment and lifecycle tracking of organizational technology assets.
- Coordinated creation and provisioning of user accounts across LAN, Lotus Notes and network environments.
- Diagnosed hardware, software, connectivity and access issues and documented or escalated issues in accordance with established procedures.
- Worked collaboratively with business users and IT personnel to resolve information-access and technology issues while minimizing operational disruption.

Bayshore HealthCare — Personal Support Worker, Home & Community Care

- Maintain accurate, timely and confidential client documentation in accordance with organizational policies and professional standards.
- Observe, document and communicate relevant changes in client status to supervisors and members of the care team.
- Safeguard confidential client and organizational information while working within a privacy-sensitive healthcare environment.
- Follow established documentation, reporting, safety and organizational procedures.
- Communicate professionally with clients, families, supervisors and interdisciplinary team members.