

Juwon Larry Ajana

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Profile

A collaborative, innovative, and customer-focused IT Professional with 4+ years of experience providing strategic support to teams and clients in customer management, web development, and cloud engineering. Passionate about using technology to create simple solutions to complex challenges, build strong customer relationships, drive brand loyalty, and increase customer engagement.

- Strong background in client communications, requirements management, project management, continuous improvement, cross-functional collaboration, process design, issues management, L3 technical support, incident reporting, and issue resolution.
- Exceptional communication and liaising abilities with a proven ability to work collaboratively with clients, colleagues, and superiors in fast-paced and remote environments. Fluent in English.
- Core competencies include end-user engagement, data analytics with SQL, customer experience management, documentation, cloud technology integration (automation, orchestration, network, data, security, identity, and governance), monitoring, root cause analysis, process improvement, technical troubleshooting, API integration, debugging, training, mentorship, and deadline management.
- Proven analytical and problem-solving skills with the flexibility to adapt to work styles and priorities changes. Managing customer relationships and experience through the effective utilization of management, negotiation, interpersonal, and leadership skills.
- Advanced user of Microsoft Office Suite and Windows 10, as well as specialized software, languages, and tools, including:
 - **Cloud Development:** *AWS, Azure, Web Apps, VMs, CDK, Linus, Docker, Kubernetes, Terraform, IaaS, PaaS, and SaaS cloud computing models*
 - **Programming & Development:** *HTML, CSS, Bootstrap, JavaScript, Python, Reactive Programming, OOP, VueJS, NodeJS, GIT, CI/CD, SQL, Postgres, Bash scripting, Postman, XRay, Zendesk, JIRA, Salesforce, Google Suites, Chrome DevTool, WordPress, Shopify, and web API.*

Experience

Cloud Support Engineer

2020 - Present

Upwork, Contract (Toronto, ON)

- Design and implement well-architected distributed systems that are scalable, resilient, efficient, fault-tolerant, and sustainable using *EC2, Auto Scaling, SNS, Elastic Disaster Recovery (DRS), Aurora, RDS, Redis, Batch, EBS, EFS, Beanstalk, Direct Connect, Transit Gateway, Athena, and ECR.*
- Develop, deploy, and debug cloud-native applications that comply with AWS security best practices. Create microservices that utilize decoupled architectures such as *SQS, Lambda, API Gateway, ECS, CloudFront, ALB/ELB, ElastiCache, Apache Kafka, S3, Fargate, EKS, and DynamoDB.*
- Enforce architecture security utilizing network security protocols (*OSI, TCP/IP, HTTP, DNS, VPC, and Firewalls*) and AWS security services such as *IAM, Single Sign-On (SSO), KMS, WAF, Shield, Certificate Manager, NSG, NACL, System Manager, Trusted Advisor, CloudWatch, CloudTrail, and Amazon GuardDuty.*

Fulfillment Associate

Oct 2021 - Apr 2022

Amazon Canada Fulfilment Service, ULC

- Actively manage time and perform fulfillment tasks at a high rate, in line with safety and quality standards
- Process, decipher and deliver work orders while identifying problems with stock quantity and quality
- Identify risks related to safety and immediately inform team leads/safety team. Manage risks, and promote agility, safety, quality, and collaboration within and across the departments
- Track performance metrics and ensure target rate on receive, pack, and shipping is met or exceeded daily

Customer Experience Multi-Channel Support

Oct 2021 – Mar 2022

Peloton (Canada)

- Provided personalized and elevated support to all inquiries before member's first ride. I collaborated with the Field Operations team regarding member's delivery, order status, scheduling, rescheduling, and cancellations.
- Provided outstanding customer support via phone calls, emails, and occasional chats. I utilized all internal CRM/ticketing systems and technology (like *Zendesk*, *Avaya*, *Salesforce*, and *Google suites*) to ensure exceptional customer experience.
- Ensured seamless, on-brand experience throughout the end-to-end Peloton membership journey while demonstrating expertise and product knowledge without using inter jargon. Earn the trust of the customers by educating customers on the product for optimal understanding, ease of use & accessibility.

Technical Support Engineer (Azure App Service)

Jan 2021 – Aug 2021

Tek Experts Ltd (Nigeria)

- Led technical troubleshooting and issues management as the primary technical contact for Azure enterprise clients. Liaised directly with senior leaders to provide incident reports and status updates with direct accountability for downtime, resolution, and responsiveness.
- Successfully triaged and resolved 10+ tickets daily, with a success rate of 99.8% for daily issues and 98.9% for level-2 escalated emergencies. Reviewed and optimized the ticketing system to decrease resolution time by 30%.
- Ensured 98.9% customer satisfaction by setting the right expectation and implementing effective strategies that eliminate the root causes of customers' technical issues. Maintained quality support delivery by collaborating with other product support engineers, subject matter experts, QA, and escalation managers.
- Created knowledge base documents with *Microsoft OneNote* and *Azure DevOps Wiki* to increase efficiency in resolving issues commonly experienced by customers.

Customer Success Manager

Sept 2017 – Mar 2020

Access Bank Plc (Nigeria)

- Resolved 250+ weekly customer inquiries via phone calls, chat, and email, consistently exceeding targets.
- Pioneered the development of an improved feedback system for unsatisfied customers, increasing customer retention by 40%. Created over ten (10) customer service email scripts used to interact with customers, raising customer survey ratings to 89%.
- Track trends in customer feedback and collaborate with management to determine the root cause of issues. Provide excellent customer service to meet customer needs and Bank standards.
- Proffer solutions tailored to help different segments of customers (start-ups, SMEs & Micro SMEs) make the right choices for their business and give them the support they need to grow.
- Harnessing available resources for the development of new business and retention of existing relationships.

Education

Bachelor of Engineering, Petroleum Engineering

Covenant University, Nigeria

Certifications, Training & Professional Development

- **Program Completion-** AWS Developer Certificate Program, Xtreme Talent Accelerator Program (XTAP) through Invest Ottawa
 - Completed an advanced, 10-week program developed and delivered by AWS' Training and Certification team to learn AWS Cloud Fundamentals and Cloud Development within Systems Architect-led workshops.
- **Program Completion-** Azure Developer Certificate Program, ALC & Microsoft 4Afrika Skillslab through Andela Nigeria
 - Completed an advanced, 8-week program developed and delivered by Microsoft's Training and Certification team to learn Azure Cloud Fundamentals and Cloud Development.
- **Digital badges-** <https://www.credly.com/users/oluwajuwon-ajana>