



ADEGBE AYOMIDE DAVID

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Professional summary

Dedicated and solutions-driven Technical Support Representative and Fullstack Developer with solid background, delivering high-quality service to customers across various industries. Adept at troubleshooting complex technical issues, resolving customer concerns, and providing clear, concise support via phone, email, and live chat. Proven ability to build strong relationships with customers while ensuring timely resolutions that enhance user satisfaction and promote loyalty. Skilled in working collaboratively with cross-functional teams, and highly capable of adapting to dynamic environments and evolving technologies. Strong communicator with a passion for helping customers and driving continuous improvement.

Work history

September 2019-
October 2020

Multichoice Nigeria

Limited Customer

Support Specialist

1. Received 97% satisfaction rating from customers after completed phone calls
2. Kept records of customers interactions, processed customer account and filed document.
3. Collaborated with the team to quickly resolve customer complaint with appropriate action.
4. Troubleshooting and resolving customer complaints, concerns, and issues effectively to ensure a positive experience and maintain customer loyalty.
5. Processing customer orders, requests, and returns accurately and efficiently, ensuring timely fulfillment and delivery.
6. Updating and maintaining customer records and databases with accurate and relevant information to track interactions and ensure data integrity.
7. Offering product/service information, features, and benefits to customers to assist them in making informed purchasing decisions.
8. Identifying opportunities to upsell or cross-sell additional products or services to customers based on their needs and preferences.
9. Escalating complex or unresolved issues to appropriate internal teams or supervisors for further investigation and resolution.
10. Following up with customers to ensure their issues are resolved satisfactorily and to gather feedback on their experience.
11. Effectively managed appropriately 100 incoming calls daily

October 2020-
April 2024

12. Adhering to company policies, procedures, and service standards to ensure consistency and quality in customer interactions.

Nerve Mobile

Technical Support Specialist

1. Provide technical support for Office 365 administration, Active Directory, Microsoft Exchange Online, Teams, SharePoint, OneDrive, and web-related technologies including HTML, CSS, and JavaScript.
2. Champion the adoption of Office 365 services and web development tools as appropriate for business needs.
3. Manage user email mailboxes, Microsoft 365 groups, Exchange Online, and assist with HTML email template customization.
4. Set up AD Connect, Active Directory, or other cloud-based systems, and troubleshoot issues, including front-end website problems related to HTML/CSS.
5. Utilize PowerShell and JavaScript for technical support automation and scripting.
6. Troubleshooting experience in support of legacy Microsoft Office Suites (Outlook, Word, Excel, OneNote, PowerPoint, OneDrive for Business), as well as issues with HTML/CSS-based Office 365 integrations.
7. Recover deleted items in user mailboxes and provide support for web-based services related to SharePoint and OneDrive.
8. Set up "Send As" and "Send on behalf" delegates, as well as manage email design and layout using HTML and CSS.
9. Set up TXT, SPF, CNAME, MX Records, DKIM, and DNS management; troubleshoot web-related issues in cloud services using CSS/HTML.
10. Create and manage Office 365 SharePoint sites for domain users and external client access, including custom page designs using HTML/CSS.
11. Administer and support Office 365 Azure and Exchange policies, alongside maintaining web security and compliance.
12. Ensure highly secure systems through proper configuration, access monitoring, and reviewing security-related web vulnerabilities in HTML/CSS/JavaScript.
13. Assist in the migration of data into the Office 365 cloud platform and Office 365 SharePoint while resolving web integration issues.
14. Troubleshoot and resolve user access issues with cloud services, including web applications built with HTML, CSS, and JavaScript.
15. Deliver consistent incident and problem escalation processes along with resolution for both Office 365 and web-related issues.
16. Assist with the creation of policies for the proper use of Office 365 services and web applications, ensuring best practices for HTML/CSS-based systems.
17. Administer and support system backups and disaster recovery processes for Office 365 and front-end web-based applications.

Skills

Analytical Skills, Office 365 Administration, Powershell, Software installation, Microsoft word, Excel, Powerpoint, React,

Exchange online, One drive , Teams, Sharepoint

nodejs, PHP, wordpress, JQuery,
HTML/CSS,TailwindCSS,
Bootstrap,Javascript, Azure AD
Connect, AutoDesk Inventor

Education

2012 - 2018	Lagos State Model College Meiran
2019 - 2021	Yaba College of Technology, Yaba Lagos
Course of Study	National Diploma: Industrial Maintenance Engineering
2022 - 2024	Yaba College of Technology, Yaba Lagos
Course of Study	Higher National Diploma: Industrial Maintenance Engineering

Languages


English
Native

Hobbies and interest

- Football
- Gaming
- Movies
- Music

Certifications and Licenses

- Jobberman Certification

References

References available upon request.