

CHIKADIBIA FRIDAY EZEH

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MICROSOFT 365 TECHNICAL SUPPORT ENGINEER

Professional Summary

Results-driven **Microsoft 365 Technical Support Engineer** with a proven track record of delivering expert support across Microsoft 365 products, including Exchange Online, Teams, SharePoint Online, and OneDrive for Business. Highly proficient in M365 administration, migrations, and hybrid setup troubleshooting, ensuring seamless integration and optimal system performance. Skilled in custom domain setup, DNS management, and client onboarding support, providing tailored solutions to enhance operational efficiency. Possesses a strong grasp of product-led growth strategies, leveraging data-driven insights to optimize user experiences, drive cost efficiency, and support business growth. Dedicated to leveraging Microsoft 365 and AI technologies to help organizations maximize productivity, security, and efficiency.

Core Skills and Competences

- M365 Administration and Troubleshooting
- Exchange Online (Email Flow, Security & Compliance)
- Microsoft Teams & SharePoint Management
- Security & Compliance (EOP, Defender for Office 365)
- AI Integration & User Training (Optimizing M365 Copilot for Business Processes)
- PowerShell Scripting & Automation
- Mailbox Migrations & Hybrid Deployments
- Identity & Access Management (Azure AD, MFA)
- Customer Support & Technical Guidance
- M365 Copilot Setup, Troubleshooting & Utilization Support (AI Integration & Optimization)

Work Experience

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| Oct 2023 – Till Date | TECHNICAL SUPPORT ENGINEER & M365 PROACTIVE AMBASSADOR
Freelancing |
| <ul style="list-style-type: none">Providing technical support and troubleshooting for Microsoft 365 (M365) clients, utilizing Teams, SharePoint, Outlook, M365 Copilot, and OneDrive.Identifying and addressing security vulnerabilities, enhancing data protection for multiple organizations.Providing product-led growth support to customers, understanding business requirements and providing advice on technical solutions.Proactively recommended and supported the utilization of Microsoft 365 Copilot, resolving customer pain points and enhancing business productivity by 30% or more through AI-driven automation and advanced collaboration tools.Staying updated with the latest M365 updates and advising organizations on new features and their benefits.Developing and delivering training sessions, documentation, and knowledge base articles on AI and M365 to enhance customer self-sufficiency. | |

Nov 2022 – Oct 2023 EXCHANGE ONLINE ENGINEER – MICROSOFT 365 TECHNICAL SUPPORT
Tek Experts Nigeria - V.I., Lagos.

- Provided technical support and troubleshooting for Exchange Online, including mailbox management, email flow, and security configurations.
- Successfully migrated over 5,000 mailboxes from on-premises Exchange to Exchange Online with minimal downtime.
- Assisted customers with Exchange Online integration with Outlook, Microsoft Teams, and third-party applications.
- Ensure compliance with Microsoft 365 security and compliance policies, including auditing, eDiscovery, and legal holds.

Apr 2018 – Nov 2022 DATA ANALYST – RECONCILIATION
Access Bank Plc. - V.I., Lagos

- Obtained over 5 million records, using T-SQL, from database and analyzed these data using Microsoft Excel, Power Query and statistical techniques and providing ongoing reconciliation reports.
- Liaised with the Operations units to investigate and resolve posting errors to General Ledger accounts and ensured issue tracking is maintained.
- Liaised with the I.T. operations to investigate and resolve systems anomalies affecting General Ledger Accounts.
- Worked closely with software developers, business analysts, project managers, and the robotic process automation team to improve the reconciliation process.

Education & Qualifications

B.Sc. Bachelor of Science in Mathematics
University of Nigeria, Nsukka – **2012**

Other

Certifications: Microsoft Certified: Azure Enterprise Data Analyst Associate – **2023**
Microsoft Certified: Power BI Data Analyst Associate - **2023**
Udacity: Data Analyst Certificate of Completion – **2022**
Microsoft Certified: Azure Data Engineer Associate – **2022**
Microsoft Certified: Azure AI Engineer Associate – **2022**
Microsoft Certified: Azure Data Scientist Associate – **2022**
Microsoft Certified: Azure Database Administrator Associate – **2022**
Microsoft Certified: Azure AI Fundamentals – **2021**
Microsoft Certified: Azure Data Fundamentals - **2021**
WorldQuant University: Machine Learning and Statistical Analysis – **2020**
WorldQuant University: Scientific Computing and Python for Data Science – **2020**