DANIEL PRAISE AGBA

CLOUD SOLUTION ARCHITECT | DEVOPS ENGINEER | SALES DEVELOPMENT | TECHNICAL SUPPORT

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LinkedIn Profile Link

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Professional Summary

Results-driven professional with a proven track record in sales development, technical support, and cloud solutions engineering. Offering a unique blend of technical expertise and sales acumen, I excel in translating complex technical concepts into compelling value propositions for clients. Aside from having a solid foundation in cloud solutions, I have successfully contributed to the growth of sales pipelines and enhanced customer satisfaction through efficient problem resolution.

Skills

Soft Skills

- Excellent communication and interpersonal skills
- Tact, discretion and diplomacy
- Critical and analytical thinking
- Effective leadership and administrative skills.

Technical Skills

- Programming Languages: Python, C, SQL, Bash Script.
- Source and Version Control: Git, GitHub
- Azure Cloud Computing: AI, Virtual Machine, Function/Logic/Web App.
- Terraform, Bicep, ARM Templates, CI/CD

Education

Bachelor of Engineering (B.Eng.): Computer Engineering   2016
Federal University of Technology Minna – Niger State, Nigeria.

Work History

Technical Support Engineer   July 2023 to Current
TEK EXPERTS – Abuja, Nigeria

- Providing world class technical support to Microsoft commercial and enterprise clients, focusing on Azure cloud infrastructure.
- Communicating with end users/system administrators via phone, email, and/or chat to identify, diagnose and troubleshoot their needs, as well as set expectations and deliver guidelines on resolving the issue.

- Applying technical knowledge relevant to the solution using technical documentation to identify appropriate remediation steps, identify escalated urgent situations impacting business priorities, troubleshoot, reproduce, customer issues in lab environments.
- Maintain documentation for all cases including queries, process steps and resolution consistent with costumer commitments, prescribed protocols, and processes.

Junior Software Developer   March 2022 – July 2023

Elev8 Education – Lagos, Nigeria
- Collaborated with project managers to select ambitious, but realistic coding milestones on pre-release software project development.
- Revised, modularized, and updated old code bases to modern development standards, reducing operating costs and improving functionality.
- Collaborated on stages of systems development lifecycle from requirement gathering to production releases.
- Used Azure for Hosting and Deployment of Web App
- Designed and maintained streamlined, reusable and reliable code for use within distributed cloud environments.
- Gathered and defined customer requirements to develop clear specifications for project plans.
- Introduced agile methodologies and development best practices to division to enhance product development.

Sales Development Representative   January 2020 – December 2021

Access Bank PLC – Abuja, Nigeria
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Provided Bank Agents with technical support and supervised their performance regarding account opening and transaction counts.
- Engaged in weekly presentation to all the Client Service Managers and provide them with up-to-date information on the happenings in the Agency Banking Industry.
- Sold the Bank's Agency banking platform to prospective agents and onboard them as well.
- Managed Agents accounts and assisted in transaction dispute resolution.
- Cold call customers to confirm their level of satisfaction with our products.

Network Engineer (Intern)   July 2015 – December 2015

Department of Information and Technology Service (ITS), Federal University of Technology

Minna – Niger State, Nigeria.
- Demonstrated strong analytical, troubleshooting, and problem-solving skills.
- Provided network support and performed troubleshooting to resolve various WAN/LAN connectivity issues.
- Installed and maintained data and voice circuits through routers, switches, and WAN devices.
- Provided network support services for devices such as hubs, bridges, routers and other hardware.

- Configured, managed, and troubleshot VoIP and multi-media distributed systems and platforms.
- Escalated emergency technical issues beyond scope to maintain optimum up-time.

Trainings and Certifications

- **Microsoft Certified:** DevOps Engineer Expert (AZ 400)   2023
- **Microsoft Certified:** Azure Solutions Architect Expert (AZ 305)   2023
- **Microsoft Certified:** Azure Developer Associate (AZ 204)   2023
- Career Essentials in System Administration   2023
- **Microsoft Certified:** Azure Administrator Associate (104)   2023
- Enterprise Design Thinking – IBM   2022
- Microsoft/Elev8 Software Development Upskilling Training   2022

Awards

1. National Merit Award scholarship **(***Issued by TOTAL E&P/NNPC***)**
2. Agbami Medical and Engineering Professional Scholarship (*Issued by Chevron*)

Positions Held

- Regional Champion, Access Bank PLC, Abuja Region 5 - (2020-2021)
- Chief Liaison Officer, Gwer East L.G.A, NYSC - (2019)
- CDS President, FRSC CDS Group, NYSC - (2019)

Hobbies and Interests

Learning new things, impacting young minds, solving problems creatively, Designing and creating new things, Meeting and interacting with people.

Language

English:

Proficient

References

Available on request