

Purpose-Driven | Cloud Engineering Enthusiast | Tech Explorer | Tenacious Problem Solver

I'm Dayo Emmanuel Jimoh — a passionate and tenacious professional with a growing flair for cloud engineering and a constant drive to explore new frontiers in the tech ecosystem. I thrive on taking on challenging roles, pushing past comfort zones, and consistently exceeding expectations.

With over five years of cross-industry experience in:

Tax consultancy & business registration
Solar energy systems & deployment
Web development & digital solutions

I've built a strong foundation in systems thinking, client delivery, and tech problem-solving. Now, I'm transitioning into cloud technology, where I combine my analytical background with a thirst for innovation.

I believe growth comes through learning, resilience, and purpose. Whether it's understanding DevOps tools, architecting cloud infrastructures, or creating scalable solutions, I'm always seeking to learn, apply, and evolve.

Work Experience:

Customer Success Manager 09/2018 to current
EJ Technologies- Ago Palace Way, Lagos

- Reduced failure rate and increased product success by training customers
- Acted as customers main point of contact, provided impeccable customer support and solved issues
- Identified and routed issues to appropriate resolution teams to reduce customer loss
- Collected product feedback from customers and shared with relevant teams to drive product change and efficiency

Digital Marketer/IT Support/Customer Relations Manager 01/2018 to 08/2018
Biltop Investment Ltd- Ajao Estate, Isolo, Lagos

- Monitor sales of products via online and offline channels
- Analyzed data to evaluate current performance, follow trends and plan update
- Supervised activations, installations and maintenance
- Inventory Control
- Managed content creation, social media posts and media proposals
- Attended to customer concerns, resolved technical issues and complaints
- Technical support

FREELANCE DIGITAL MARKETER/IT SUPPORT 05/2016 to 12/2017
Meganet Communications Ltd – Murtala Muhammed Int'l
Airport Road, Lagos

- Implement and monitor marketing and sales of Konica Minolta Direct Image Machines via online platforms
- Marketing and sales of consumables
- Provide systems support to management and staffs
- Install and guide customers on software usage
- Provide technical support to customers to ensure systems are working alongside the DI machines

IT SUPPORT 01/2016 to 12/2017
Netcraft Technologies – Lateef Salami Street, Ajao Estate, Lagos

- Provide IT Support to staffs, as well as respond to server and network issues
- Setting up new user accounts, profiles and dealing with password issues

- Offered troubleshooting and diagnoses of basic technical issues, reducing billable IT support personnel hours by 65%
- Collaborated with network engineers to provide IT support, management and server support
- Troubleshooting hardware problems, computer systems and network
- Network security/monitoring, computer hardware and software systems installations
- Rapidly establishing a good working relationship with customers and other professionals, testing and evaluating new technologies

EDUCATION/TRAININGS/CERTIFICATIONS

In view:

FullStack Web Development – PLP Academy Jul. 2025

Introduction to Data Analysis Jun. 2025

DevOps Engineering Nov. 2024

CERTIFICATE

AWS Cloud Technical Essentials – Coursera Feb. 2025

Self-Taught: Project Management Full Course Mar. 2023

Google – Youtube

Credential ID Certificate Code: 3547611 Jun. 2022

Introduction to Project Management

Simplilearn – Online

Credential ID Certificate Code: 3696001 – Design Thinking Jun. 2022

Simplilearn – Online

Trained: Communication Skills Jun. 2021

Jobberman Soft Skills Training – Jobberman Nigeria

Open Source Leadership Badge : Open source Leaders Dec. 2019

Commonwealth100 – Commonwealth

Human Capital Strategist Jan. 2019

Philanthropy University – Oakland, California

Higher National Diploma: Computer Science Dec. 2018

Yaba College of Technology – Yaba, Lagos, Nigeria

The Digital Garage Dec. 2017

Google Digital Garage – Google

Digital Marketing Nov. 2017

Team7Project – Lagos, Nigeria

Links

<https://www.linkedin.com/in/dayo-emmanuel-jimoh-023aa811a/>

<https://github.com/Dayoemmanuel23>

SKILLS

- Human Resources Management
- Business Development
- Problem Solving abilities
- Team building
- Negotiation
- Marketing Strategy
- Cost Reduction
- Organizational Skills
- Customer relations

HOBBIES

Reading, Basketball, Research