

Oluwaseyi Opeoluwa

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PROFESSIONAL SUMMARY

Dedicated IT Support Specialist with over 3 years of experience serving as a primary point of contact for IT-related issues. Proven ability in troubleshooting and resolving hardware, software, and network connectivity challenges, particularly within Microsoft 365, Azure, and Exchange environments. Recognized for delivering exceptional customer service, effectively managing multiple priorities, and implementing solutions that enhance operational efficiency. Successfully improved user satisfaction scores by 30% through proactive support and knowledge base documentation.

KEY QUALIFICATIONS

- Over 3 years of experience in Helpdesk Administration and Desktop Support, specializing in Microsoft 365 and Office Suite support.
 - 2+ years of Azure Administration experience, including user account management, security group creation, and licensing.
 - Proficient in managing user accounts and permissions in Azure and Exchange Admin Center, with 2 years of hands-on experience.
 - Skilled in providing remote technical support for desktop configurations, VPN connectivity, and mobile device email access.
 - Experienced in documenting and maintaining knowledge articles in ServiceNow and other ticketing systems.
 - Strong troubleshooting abilities with a focus on network connectivity, hardware, and software issues.
 - Excellent communication and interpersonal skills, adept at maintaining composure under time pressure.
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PROFESSIONAL EXPERIENCE

IT SUPPORT SPECIALIST

Dollar Tree | 2022 - Current

- Serve as the first point of contact for all IT-related issues, effectively troubleshooting and resolving hardware, software, and network connectivity challenges for over 6,000 retail locations.
- Manage and resolve issues in Microsoft 365, including user account creation, licensing, and permissions management, enhancing system efficiency and user satisfaction.
- Provide remote technical support for desktop configurations and VPN connectivity, successfully reducing support ticket resolution time by 25%.
- Document and update knowledge articles in ServiceNow, improving the knowledge base and increasing team efficiency by 30%.
- Support and resolve issues related to printers and mobile device email access, maintaining high standards of customer service and technical support.
- Escalate complex issues to higher-level support teams while maintaining ownership of tickets, ensuring timely resolutions and customer communication

TECHNICAL PROJECTS

Knowledge Base Enhancement Initiative

- Developed a comprehensive knowledge base for IT support processes, leading to a 40% reduction in repeated inquiries and improving overall service delivery.

Azure User Management Automation

- Automated user account creation and security group management processes within Azure, improving operational efficiency and accuracy in user provisioning.

EDUCATION

Bachelor of Science (B.S.): Information Technology Kennesaw State University, Kennesaw, GA | **Expected December 2026**

PROFESSIONAL CERTIFICATIONS

- **CompTIA Security+** (Current)
- **CompTIA Network+** (Current)
- **CompTIA A+** (Current)
- **Cisco Certified CyberOps Associate** (In Progress)

TECHNICAL PROFICIENCIES

Platforms & Tools: Microsoft 365, Azure, Exchange Admin Center, Intune, ServiceNow
ITSM

Networking: VPN Technologies, Firewall Management, TCP/IP Protocol Suite

Scripting & Automation: Python, Bash, Active Directory Management

Documentation: Knowledge Base Development, Technical Writing