

# Musa Ceesay

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## SUMMARY

IT Account Manager with mid-level experience delivering technical solutions and driving sales growth. Delivered over \$5,000 in monthly recurring revenue by closing 20+ high-speed internet and mobile bundle sales and reduced customer setup issues by 25% through streamlined technical walkthroughs. Consistently translated complex technology into simple, trusted solutions, boosting client satisfaction and retention. Seeking to apply proven account management and technical expertise to accelerate revenue and enhance customer experience.

## WORK EXPERIENCE

<b>Top Notch Worldwide / The Venture Events</b> <i>Information Systems &amp; Client Solutions Specialist</i>	<b>Sep 2025 - Present</b> Raleigh, NC
<ul style="list-style-type: none"><li>Closed 20+ monthly sales of high-speed internet and mobile bundles at retail events, generating over \$5,000 in recurring monthly revenue and maintaining a 90% customer activation rate through tailored consultative pitches.</li><li>Interviewed and onboarded 15+ new reps, leading structured training sessions and digital system demos, resulting in a 40% faster ramp-up time and improved team performance.</li><li>Led technical walkthroughs for over 100 customers, supporting self-installation of Spectrum routers and modems, and porting mobile lines, reducing setup issues by 25%.</li><li>Monitored KPIs using Spectrum CRM tools and sales dashboards to identify rep performance gaps, implement coaching strategies, and boost close rates by 35% within 2 months.</li></ul>	
<b>Bequest Alliance Group</b> <i>Technical Support Technician</i>	<b>Jul 2024 - Jul 2025</b> Kearny, NJ
<ul style="list-style-type: none"><li>Delivered technical support and training to 15 small business clients each week, using device diagnostics and Jira to set up and troubleshoot point-of-sale (POS) systems, which enabled clients to operate smoothly after purchase</li><li>Conducted on-site and virtual demonstrations, increasing adoption of payment solutions and reducing merchant churn by 30%.</li><li>Streamlined technical onboarding for new merchants, cutting resolution time by 25% and improving system reliability across terminals.</li><li>Provided recommendations to enhance system configurations and network integrations, contributing to increased merchant satisfaction and repeat business.</li></ul>	
<b>M4U Events</b> <i>IT Support Specialist</i>	<b>Jan 2024 - Sep 2024</b> Piscataway, NJ
<ul style="list-style-type: none"><li>Resolved hardware, software, and connectivity issues for a 30+ user internal team, supporting seamless execution of corporate and entertainment events.</li><li>Installed and configured Office 365 (including Teams and SharePoint) and audiovisual equipment, enhancing internal communication and simplifying media production workflows</li><li>Authored easy-to-follow documentation for non-technical staff, reducing IT-related interruptions during live events by 40%.</li></ul>	
<b>Oumou Group</b> <i>IT Support &amp; Repair Technician</i>	<b>May 2020 - Dec 2023</b> Dakar, Senegal
<ul style="list-style-type: none"><li>Diagnosed and repaired over 1,000+ mobile devices, consistently meeting tight service SLAs and improving turnaround efficiency.</li><li>Collaborated with a team of IT professionals to manage retail tech operations, including sales of phones, tablets, computers, and servers, using Jira to track inventory and service tickets, which streamlined order fulfillment and increased sales</li><li>Served as the lead English-speaking liaison for global partners including Dell, Lenovo, HP, and TCL, facilitating strategic meetings and ensuring successful cross-border collaboration.</li><li>Leveraged CRM tools and technical knowledge to match clients with tailored tech solutions, resulting in a 15% increase in customer satisfaction and repeat sales.</li></ul>	
<b>Carcare Aftersales Services</b> <i>Mobile Technician</i>	<b>Oct 2019 - Apr 2020</b> Serrekunda, The Gambia
<ul style="list-style-type: none"><li>Repaired smartphones and tablets, achieving a 60% improvement in recovery rate and a 70% increase in client satisfaction by reducing repair turnaround time by 20% through streamlining spare parts inventory and optimizing repair workflow.</li><li>Sold smartphones and tablets, using product knowledge and Office 365 CRM to recommend suitable devices, which increased sales and improved customer satisfaction</li></ul>	

## EDUCATION

<b>Drexel University</b> <i>Master of Science, Information Systems</i>	<b>Jan 2023 - Sep 2024</b> Philadelphia
<ul style="list-style-type: none"><li>GPA: 3.8</li></ul>	
<b>University of The Gambia</b> <i>Bachelor of Science, Information Systems</i>	<b>Feb 2016 - May 2020</b> The Gambia
<ul style="list-style-type: none"><li>GPA: 3.5</li></ul>	

## CERTIFICATIONS

- Splunk Search Expert Specialization:** Splunk Inc, 2024
- Scrum Master Certification Specialization:** LearnQuest, 2024
- Google Project Management Professional Certificate:** Google, 2024
- Google Cybersecurity Professional Certificate:** Google, 2024

## **SKILLS**

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- Communication, Customer Service, Service Excellence, Relationship Management, Sales, Negotiation, Marketing, Problem-solving, Time Management, Team Collaboration, Device Diagnostics, Office 365, Jira, Technical Support, SDLC, Agile Methodologies, Remote Collaboration, CRM