

Gbagada, Lagos State, Nigeria

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OLADIPO, OLUSEUN BABATUNDE

CAREER OBJECTIVE

Diligent, tech-savvy and goal-oriented individual equipped with proficient frontend development skills and knowledge of corporate operations. I seek to work in an establishment where my skills can be gainfully utilized and developed for professional delivery of overall organizational targets.

SKILLS & ABILITIES

- Excellent written and oral communication skills.
- Customer service experience and relationship management.
- Critical thinking and problem-solving
- Frontend web development with HTML, CSS, and JavaScript

CAREER HISTORY

MICROSOFT 365 ADMINISTRATOR | TEK-EXPERTS

August 2019 till date

Responsibilities include:

- Operate as a primary contact, delivering technical solutions for corporate customers around technologies including, but not limited to:
 - Windows server active directory
 - Azure active directory
 - Exchange server and Microsoft Outlook
 - Microsoft Teams / Skype for Business
 - SharePoint Online and OneDrive for Business
 - Windows 10 desktops
- Engage in collaborative troubleshooting with Senior Escalation Engineers (SEE) and Technical Leads when additional support is needed to meet service level agreements.
- Research documentation, knowledge base articles and infrastructure to develop a detailed understanding of how Microsoft 365 works end-to-end, thereby improving customer experience.
- Diligently document customer interactions using a request management system to accelerate ticket resolution and optimize company resources.

I.T. MANAGER | DIADEM PHARMACY LIMITED

August 2015 – July 2019

Responsibilities include:

- Oversee the administration and management of the company's server and network infrastructure daily.
- Escalate server, internet and other network incidents to service providers and consultants in a timely manner for quick resolution.
- Oversee the purchase, configuration and maintenance of IT tools company wide.
- Ensure security and safety of company's electronic data, network access and backup systems.
- Implementation of disaster recovery and back-up procedures.
- Recommend and implement improvements in all areas of I.T. responsibility regularly.
- Coordination and execution of all data entry processes.
- Generate and represent sales and other financial data using reporting tools such as Microsoft Excel

EDUCATION

UNIVERSITY OF IBADAN, IBADAN

(2018)

M.Sc. Mathematics

UNIVERSITY OF IBADAN, IBADAN

(2014)

B.Sc. Mathematics

WINFIELD COLLEGE, ONIREKE, IBADAN

(2007)

Senior Secondary Certificate Examination (S.S.C.E.)

PROFESSIONAL CERTIFICATIONS

MS-700: Managing Microsoft Teams

MS-100: Microsoft 365 Identity and Services

REFERENCES

Available on request