**OLUWAFEMI ADESEGHA** [oluwafemi.d.adesegha@gmail.com](mailto:oluwafemi.d.adesegha@gmail.com)  
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**PERSONAL STATEMENT\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

To obtain a challenging and rewarding position in a progressive organization where my abilities will enable me make strong, immediate impact and allow me the opportunity for career growth and advancements.

**SKILLS**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* **Web Design & Development:** Skilled in the use of Web Design & Development technologies such as Wordpress, HTML5, CSS3, Bootstrap5, JavaScript ES6, Python, Django, SQL, Git Bash, Git & GitHub version control system.
* **Windows Servers/Virtual Machines Installation & Configuration:** Proficient in the Installation and configuration of Windows Servers, with years of experience in installing Live site Windows Servers for the deployment of Oracle Hospitality Product Management System for the Nigerian hospitality industry, and installing of local virtual machines on PCs as well installing of Microsoft Azure cloud virtual machines for the purpose of client case troubleshooting and resolution.
* **Software Implementation:** Installation of both production/training Application & Database Schemas of Oracle Hospitality Opera PMS Product, configuring of Oracle PMS software, running of patches to upgrade software from a lower version to a higher version as proposed by Oracle for the purpose of fixing bugs discovered on previous version or to maintain relevance with currently released versions, making of appropriate contingency plans for downtime during hours of project execution/deployment, networking and installing of the Oracle hospitality software on workstations/client PCs for use by hotel staffs.
* **Technical Support & Training:** Providing of on-site & remote technical support to clients by regularly monitoring and attending to clients’ logged cases on the company’s support ticketing portal with experience working with Os-ticket, Rave, and Microsoft DFM (Dynamics for Membership) CRM systems, collaborating with colleagues in other teams in resolving cross product technical issues for clients, following standard procedures for proper escalation of unresolved issues to the appropriate internal teams, and following up on escalated cases to ensure swift resolution, scheduling and facilitating of intensive training on Oracle Hospitality Opera PMS usage for hotels’ management team, acting as an advisor to Microsoft customers during remote case troubleshooting and resolution by training and guiding customers on the right usage of Microsoft Azure, and M365 services.

**WORK EXPERIENCE WITH DATES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Upworks (Remote Platform):**

**Reactive Trial Nurturing Microsoft 365 Technical Support Engineer:** March 2023 – May 2023

**Responsibilities:** A**c**ting as a Technical Advisor to customers who newly created a Microsoft 365 tenant on trial subscription or license by troubleshooting, guiding, and resolving the customers’ cases/issues, with the goal of converting them from customers with trial license to paying customers.

**Tek-Experts:**

**Microsoft 365 Tier 2 Technical Support Engineer:** June 2021 – December 2022

**Responsibilities:** Taking ownership of customers’ reported issues on M365 (SharePoint, OneDrive, Teams, Exchange), troubleshooting and seeing problems through to resolution, following standard procedures for proper escalation of unresolved issues to the appropriate internal teams, and providing prompt and accurate feedback to customers, ensuring proper recording and closure of all cases, preparing accurate and timely reports, and documenting knowledge in the form of knowledge base/tech notes and as reference for similar cases, following the SLA (Service Level Agreement) for issues with respect to severity.

**Current Link-Systems:**

**Oracle Hospitality PMS Specialist & Technical Support Engineer:** Oct 2017 – May 2019

**Responsibilities:** Taking lead role in Oracle Hospitality Opera PMS deployment, facilitating trainings on the software usage, implementing of Oracle PMS fresh install, software patch upgrade as well as software routine maintenance for a couple of hotels in the Nigerian hospitality industry including Eko Hotel & Suites (Victoria Island), Caesars By the Lekki Coliseum (Lekki), Providence Hotel By Mantis & Accor (Ikeja), Monty Suites Hotel (Uyo), Rollace Hotel & Suites (Ajao Estate), Radisson Blu Hotel (Ikeja), Best Western Plus (Ibadan), Best Western Elomaz Hotel (Benin), Protea Hotel (Victoria Island), Leola Hotel (Victoria Island) to mention but a few.

**EDUCATIONAL INSTITUTIONS, QUALIFICATIONS WITH DATES:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Houdegbe North American University, Benin Republic (HNAUB): Bachelor of Science BSc. Computer Science Certificate (2010-2014).
* Mushin Boys High School (M.B.H.S.), Okota School Complex, Okota, Ile-Iwe, Lagos State: Senior School Leaving Certificate (2002-2008).
* Bethma Achievers Private Primary School, Ago Palace Way, Ago, Okota, Lagos State: First School Leaving Certificate (1996-2002).

**OTHER CERTIFICATIONS WITH DATES \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Google Certificate of Course Completion in Fundamentals of Digital Marketing (2019 – No Expiration)
* Udemy Certificate of Course Completion in Web Design (2019 – No Expiration)
* Oracle Certificate of Accreditation: Level 1 Oracle Hospitality Support (2018 – No Expiration)
* Coursera certificate of course completion in Intro to Front-End Development (2023 – No Expiration)
* Coursera certificate of course completion in Programming with JavaScript (2023 – No Expiration)
* Coursera certificate of course completion in Version Control (2023 – No Expiration)
* Microsoft Azure Administrator certification (In view)

**HOBBIES AND INTEREST\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Studying, and singing

**REFERENCES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Available on request.