ADEBOWALE ADESANYA

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SUMMARY

Results-driven Cloud Support and DevOps Engineer with a strong focus on customer success and business acumen. AWS Certified (Cloud Practitioner, Solutions Architect) with over a year of experience designing and implementing scalable solutions for high-traffic websites. Proficient in deploying and managing Linux systems, well-acquainted with databases, networks, and security practices. Currently working as a Cloud Technical Support Engineer (M365 Concierge) at Microsoft, delivering specialized support in cloud solutions while ensuring a customer-centric approach. Equipped with considerable technical knowledge, problem-solving abilities, and experience in handling multiple projects simultaneously. Adept at translating complex technical concepts into practical solutions for customers of all backgrounds, with a comprehensive understanding of markets and statistical techniques..

EDUCATION

Federal University of Agriculture Abeokuta – Ogun State, Nigeria.   *September 2016 – January 2023*
Bachelors of A.Economics.

PROJECTS

Github: https://github.com/Captnfresh

EXPERIENCE

AWS APAC Solutions Architecture virtual experience program - FORAGE   *April 2024*

- Developed a simple and scalable hosting architecture using Elastic Beanstalk to support a client experiencing significant growth and slow response times.
- Articulated the proposed architecture in clear, accessible language, ensuring the client fully understood its functionality and the associated cost calculations.
- Designed and maintained APIs that efficiently fetched billions of data points related to patient health information, resulting in enhanced availability and reliability for customers.
- Collaborated with cross-functional teams to identify client needs and tailor solutions, enhancing customer satisfaction and project outcomes.
- Implemented best practices for cloud security and data management, ensuring compliance with industry standards and regulations.

HUMAN RESOURCES ASSOCIATE- NESTLE NG   *July 2023 - June 2024*

- Engaged with clients and customers to assess their needs, delivering relevant economic insights to inform decision-making.
- Communicated complex economic trends and their potential impacts in an accessible manner, catering to clients from diverse backgrounds.
- Conducted thorough research to stay updated on the latest economic trends, theories, and methodologies, ensuring informed recommendations.
- Participated in conferences, workshops, and training sessions to enhance professional skills and industry knowledge.
- Analyzed data from various sources, including economic indicators, financial reports, and market surveys, to support strategic initiatives and improve business outcomes.

MICROSOFT 365 Cloud Support Engineer- MICROSOFT   *August 2024 - Present*

- Provide expert technical support and guidance for Microsoft 365 products, including Exchange Online, SharePoint Online, Teams, and OneDrive, efficiently resolving complex client issues and enhancing user satisfaction.
- Manage the configuration, deployment, and administration of Microsoft 365 environments, ensuring optimal performance, security, and compliance for diverse client systems.
- Conduct in-depth analysis and troubleshooting of user-reported issues, utilizing diagnostic tools to identify root causes and implement effective, sustainable solutions.
- Collaborate with cross-functional teams to design and implement customized Microsoft 365 solutions, boosting productivity and collaboration tailored to specific client needs.
- Develop and maintain comprehensive technical documentation, including user guides, knowledge base articles, and troubleshooting procedures, facilitating internal support efforts and improving the overall customer experience.
- Lead training sessions and workshops for clients and team members on best practices for using Microsoft 365 tools, promoting greater understanding and effective utilization of the platform.
- Monitor system performance and gather user feedback to identify improvement areas, proactively recommending enhancements to workflows and configurations to optimize functionality.
- Assist in migrating client data to Microsoft 365, ensuring data integrity and minimal disruption to business operations during transitions.
- Trained as a **Copilot Engineer**, leveraging advanced support tools to enhance troubleshooting capabilities and improve the efficiency of resolving customer issues.
- Achieve an average of **15 five-star ratings** weekly from customers, demonstrating exceptional service quality and commitment to client satisfaction in a high-demand technical support environment.

CLOUD/DEVOPS ENGINEERING- STEGHUB   *September 2024 - Present*

- Actively engaged in an intensive DevOps training program focused on hands-on projects using various technology stacks, including LAMP, LEMP, MEAN, MERN to mention a few aimed at enhancing web application development and deployment skills.
- Currently developing and deploying scalable web applications, with an emphasis on performance optimization and efficient resource management across multiple environments.
- Implementing Continuous Integration (CI), Continuous Delivery (CD), and Continuous Deployment pipelines using Jenkins, streamlining the development process and reducing time-to-market for applications.
- Configuring load balancers and establishing secure connections using SSH/TLS with Nginx, ensuring high availability and enhanced security for web applications.
- Collaborating with peers on group projects to simulate real-world DevOps scenarios, fostering teamwork and communication skills essential for successful project delivery.
- Committed to developing comprehensive documentation for each project, detailing architecture, deployment processes, and lessons learned to support knowledge sharing within the training program.
- Anticipating continued growth and development over the next months, with a focus on mastering additional tools and technologies in the DevOps landscape.

VOLUNTEER

Volunteer Agricultural Community Development Project - FUNAAB   *August - December 2022*

- Led a team of students and local farmers to design and implement sustainable agricultural practices that improved crop yields and resource management.
- Conducted field assessments to identify local agricultural challenges, such as pest management and soil fertility issues, and developed tailored solutions based on research and best practices in agricultural economics.
- Organized and led workshops for farmers, focusing on topics like efficient irrigation techniques, crop diversification, and the use of eco-friendly fertilizers, resulting in a 30% increase in awareness of sustainable practices among participants.
- Partnered with local NGOs to secure funding and resources for community projects, enhancing the capacity for agricultural education and support within the region.
- Collected and analyzed data on farmers' income and production levels before and after implementing recommended practices, presenting findings to stakeholders to demonstrate the impact of the project on local food security.

GLOBAL CLEANUP DAY-   Idumota Lagos Island, Nigeria   *21st of September 2024*

- Participated in a local environmental clean-up campaign, mobilizing community members to address litter and waste management issues in Idumota Market.
- Collaborated with local volunteers and organizations to organize the event, which engaged over 100 participants in cleaning efforts and raising awareness about the importance of environmental sustainability.
- Led educational sessions on waste segregation and recycling, emphasizing the impact of plastic pollution on local ecosystems and communities.
- Collection of litter, contributing to a cleaner market environment and promoting healthier community practices.
- Developed post-event feedback surveys to assess community engagement and identify areas for future environmental initiatives.

CERTIFICATIONS

- **AWS Certified Cloud Practitioner**   *February 2024- February 2027*
- **AWS Certified Solutions Architect Associate**   *February 2024- February 2027*
- **Freecodecamp Front-end Web developer**   *November 2022*
- **MicroSoft M365 Technical Engineer**   *October 2024*

KEY SKILLS

- **HTML, CSS, JS**
- **TECHNICAL SUPPORT**
- **LINUX**
- **MySQL**
- **AWS SERVICES**
- **CI/CD**
- **PROBLEM SOLVING**
- **COLLABORATION**

LANGUAGES

Yoruba - Native   English - Native   French- Beginner