

IDRIS OLUWATOBI OLANIYI

TECHNICAL SUPPORT ANALYST

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CAREER OBJECTIVE

Results-driven customer care professional with over three years of experience in technical support and platform management within the proprietary trading and financial services industry. Adept at resolving complex technical issues, optimizing trading platform operations, and ensuring seamless user experiences. Proficient in managing trading systems, troubleshooting platform-related challenges, and collaborating with internal teams to enhance operational efficiency. Passionate about leveraging expertise in trading platforms and customer support to drive efficiency and innovation in a dynamic trading environment.

SKILLS & COMPETENCIES

▪ TECHNICAL SKILLS

- **Customer Support:** Expert in addressing inquiries, resolving complaints, and enhancing customer experiences.
- **Platform Management:** Experienced in maintaining and fixing issues across multiple trading platforms including MetaTrader, DXTrade, Tradelocker and cTrader.
- **Community Management:** Proficient in building and moderating large online communities, fostering engagement, and ensuring compliance with guidelines.
- **CRM Proficiency:** Skilled in using platforms like Intercom, Zendesk, and Discord to manage customer interactions.
- **Communication & Problem-Solving:** Strong ability to interact effectively with customers and resolve issues promptly.

▪ SOFT SKILLS

Effective Communication, Problem-Solving, Leadership, Collaboration, Adaptability, Time Management, Critical Thinking, Interpersonal Skills, Customer Experience, Emotional Intelligence, Decision Making, Creativity.

PROFESSIONAL EXPERIENCE

SUPPORT ASSOCIATE

ROCKET 21 CHALLENGE

August 2024 – June 2025

- Addressed customer inquiries promptly and effectively, ensuring a positive experience and satisfaction.
- Cultivated strong multi-tasking abilities and refined communication skills to seamlessly coordinate between clients and internal teams resulting in the delivery of exceptional customer service.
- Proficiently administered a Discord community of over 50,000 members, ensuring timely responses and efficient resolution of client inquiries.
- Collaborated with cross-functional teams to streamline support workflows, reducing escalation rates and improving first-contact resolution.

CUSTOMER SUPPORT SPECIALIST

THE FUNDED TRADER

March 2023 — September 2024

- Addressed questions, resolved issues or complaints, and ensured traders' satisfaction.
- Acted as the primary point of contact for traders, providing timely assistance on trading platforms, account management, and technical issues.
- Addressed customer inquiries promptly and effectively, ensuring a positive experience and satisfaction.
- Collaborated with team members via Slack to promptly address clients' issues and facilitate swift solutions, optimizing communication channels for effective problem-solving.
- Provided exceptional customer support through various channels, including Discord and Intercom, ensuring timely and accurate responses to inquiries and general assistance.

ACTUARIAL INTERN (NYSC)

NEM INSURANCE PLC

March 2022 — February 2023

- Developed and maintained advanced reporting systems to provide insights into insurance claim trends, supporting data-driven decision-making.
- Analyzed data from multiple sources to identify key patterns and forecast potential business impacts, aiding in risk management and strategic planning.
- Assisted in the creation of detailed reports for management, enhancing the ability to track and mitigate risks effectively.
- Collaborated with team members to ensure timely completion of tasks, contributing to the successful achievement of project milestones.
- Conducted thorough reviews of incoming data to ensure accuracy and integrity, maintaining precise inventory levels and reducing operational risks.

EDUCATION/CERTIFICATIONS

▪ UNIVERSITY OF LAGOS

- Bachelor of Science (Hons), ACTUARIAL SCIENCE

▪ ALISON

- Customer Service Training
- Project Management

▪ COURSERA

- Google Professional Data Analytics
- Sales & Customer Relationship Management

SOFTWARE PROFICIENCY

- | | |
|--------------------|-----------|
| - Intercom | - Zendesk |
| - Microsoft Office | - Slack |
| - Discord | - Jira |

OTHER INTERESTS

- Networking
- Travelling
- Journaling