

ADEMESO AYODELE ADENIYI

Efficient Technical Support Engineer with progressive career and significant experience leading support teams. Known for Linux server administration, Cloud technologies, and open to learning something new.



Contact

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Technical Skills

Bash scripting

Python

Website troubleshooting

Linux server administration

Cpanel/WHM

WHMCS



Work History

**2019-01 -
Current**

Technical Services Executive

Whogohost Limited, Ikeja, Lagos

- Ensure that assigned systems are engineered, configured and optimized for maximum functionality and availability.
- Supervise a team of 6 to ensure that support requests are processed on time and resolve all escalated issues.
- Resolve all escalated issues by other team members and ensure proper follow up
- Upsell VPS and Dedicated servers to clients based on their current usage on shared hosting and also work with the finance team to provide the best prices for such clients to upgrade.
- Assists domain resellers with setting up registrar modules and connecting to servers using WHMCS.

**2018-01 -
2018-12**

Technical Services Officer

Whogohost Limited, Ikeja, Lagos

- Provided technical support for clients via e-mails and phone, documented technical procedures and updated internal wiki.
- Processed support requests and activated orders using WHMCS

**2017-04 -
2017-12**

Assistant Lecturer

Allover Central Polytechnic, Sango-Ota, Ogun

- Integrated technology into classroom instruction including video and online learning platforms.



Personal Skills

Teamwork/Collaboration

Problem solving

Multitasking

Commitment

Communication

**2014-07 -
2014-12**

IT Support Intern

Brian Integrated Systems, Ikeja, Lagos

- Carried out on and off-site repairs and support for customer laptops and tablets.
- Set up and maintained physical and electronic filing systems.



Education

**2011-01 -
2016-09**

Bachelor of Technology (B.Tech) Computer Science

Federal University of Technology, Akure - Ondo State.



Certifications

CPanel & WHM Administrator Certification (CWA)
(CWACERT) – ID: d9a3-5720-32e8-13e8. Sept 2019

Cert
Corp



Accomplishments

- Problem Resolution - Responsible for support and development of company disaster recovery plan. Served as advocate for end-users, performing tests and problem analysis for server, desktop and IT infrastructure work.
- Received the awards for Employee of the year and Best team spirit for the year 2019.