

# AKINSANYA MORENIKE

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## JOBS AND EXPERIENCES

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**July 2021 - till Date.**

**Gigmo Solutions  
(M365 Technical Support Specialist)**

### *Outline*

- Provide first and second level Technical Support to clients, using advanced troubleshooting mechanisms in Office 365 (Exchange Online, Teams/SFB, SharePoint Online, Outlook 2016, OneDrive, Azure Active Directory)
- Support Microsoft customers in all regions.
- Handle resolving issues with exchange environment (both on-prem and exchange online).
- Handle User management in Active Directory, O365 admin center, and Azure active directory.
- AD connect synchronization management and resolving issues with AD connect
- Managing azure active directory services (MFA, Policies, SSPR, group management, Conditional Access, etc..).
- Handle managing mailboxes in EAC (Exchange Admin Center), creating rules, mailbox delegation, litigation, shared mailbox, etc.
- Provide prompt troubleshooting and resolution of Enterprise Exchange and Outlook issues
- Ample knowledge of Azure Active Directory
- Ability to navigate through the security and compliance admin center and Azure Active Directory admin center to ensure proper resolution.
- Ample knowledge of Microsoft 365 Share point, ability to create and manage sites, assign permission, sync folders, etc.
- Ample knowledge of Microsoft 365 Teams, call queues, auto attendants, etc.
- I work with Office 365 Directory Synchronization tool(DirSync), Microsoft Azure Active Directory Connect tool (AD Connect), advising and guiding customers on what to do.
- I work with DNS- types of DNS records, record creation, DNS management, and DNS troubleshooting.
- Experienced working with adding Domains to Office 365
- Ensuring customers have a good customer experience throughout working on their tickets.
- Conversant with PowerShell modules (Teams/SFB module, Exchange Online, etc.)

**May 2020 – July 2021.**

**Tek Experts Nigeria Limited  
(Technical Support Engineer, M365 Commercial)**

### *Outline*

- I provide back-end solutions to commercial users of M365 products which includes Exchange Online, Teams/Skype for Business, SharePoint Online and Azure AD.
- Having a remote session with the customer while walking a customer through the resolution processes as well as escalation of tickets where it is necessary.
- Knowledge of Azure Active Directory and Services.
- Managing office 365 tenant
- Knowledge of PowerShell modules(Microsoft Teams/SFB, Exchange Online etc)
- Prompt logging and escalations where necessary

**April 2017 – May 2020.**

**Torrent Technologies Ltd  
(Senior Network Support Engineer)**

*Outline*

- Handle the task of monitoring, troubleshooting and solving network issues (in house and remotely) at client locations.
- Assigned responsibilities of handling network management and support activities at client locations in Apapa and Lekki.
- Handle software and hardware installation (servers, printers, computer workstations, scanners etc.) and anti-virus protection
- Handle system setup, user accounts, permissions and passwords
- Assigned responsibility of overseeing security of all systems, especially the internet.
- Performed the tasks of formatting systems and installation of Operating System.
- Assigned the tasks of monitoring and maintaining system performance at all client locations.
- Handle the task of configuring of routing and switching equipment.
- Assigned responsibilities of handling client backup and documenting backup reports and reporting to staff in charge at all client locations.
- Perform all other network support activities as required.
- Overseeing security of all systems, especially the internet, and installing antivirus protection.
- Technical support for people using the network.
- Training staff on new systems
- Day to day admin and monitoring of network use
- Planning future improvements, suggesting IT solutions to business problems
- Making sure all IT meets industry standard should.

**June 2016 - March 2017.**

**Rabboni Nigeria Ltd  
(Administrative Manager)**

*Outline*

- Handled responsibilities of maintaining staff by recruiting, selecting, orienting, training and supervising employees.
- Maintained a safe and secure work environment.
- Accomplished staff results by communicating job expectations, planning and monitoring job result.
- Handled the task of preparing corporate agreements documents.
- Handled provision of supplies by identifying needs for reception and transfer department, Assigned the tasks, planning and attending meetings.
- Achieved financial objectives by anticipating requirements, scheduling expenditures, monitoring costs and adequate reporting. Achieved financial objectives by anticipating requirements, scheduling expenditures, monitoring costs and adequate reporting.
- Planning and coordinating administrative procedures and systems.
- Assisted in Logistics and coordinated all the activities of company's drivers.

**November 2013 – May 2016.**

**Parkway Projects Limited.  
Business Analyst**

*Outline*

**Key Contributions/Achievements:**

- Handled responsibilities of monitoring ReadyCash Agent, acquiring new agents and prompt reporting on agent performance.
- Assigned the task of managing and maintaining good client relationship in ensuring a healthy customer experience.
- Creating a detailed business analysis, outlining problems, opportunities and solutions for the organization.
- Assisted in Budget preparation and pricing.
- Assigned the task of handling market research and analysis in identifying new products and existing products' enhancement.
- Handled client interaction for accounts management.
- Handled ensuring escalated customers' complaints, issues or challenges are amicably resolved.
- Handled preparation of slide presentation and solution demonstration of existing and new software products and solution to customers.
- Assisted in Budgeting and forecasting.

**August 2012 – November 2013**

**NCR Corporation (NYSC).  
Professional Services Consultant.**

*Outline*

- Handled responsibilities of set-up, Installation, Configuration, and Support of NCR solutions (NCompass, Branch passport, ECPIX, Decisioning and Consolidation server) used by banks for their check clearing and payment processes.
- Included solutions for capturing, transmitting, reporting and archiving payment instruments.
- Assigned the task of working closely with banks to improve their processes.
- Performed the task of running of SNMP Poll on all First Bank ATMs.
- SNMP Polling is a simple network message protocol that helps in getting information from an end device.

**EDUCATION & QUALIFICATIONS**

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|----------------------------------|--------------------------------------|-------------|
| • <b>Bsc. (Computer Science)</b> | <b>Caleb University, Lagos.</b>      | <b>2012</b> |
| • <b>WASSCE</b>                  | <b>Methodist Girl's High School.</b> | <b>2008</b> |

**TRAININGS**

- |                                |                    |
|--------------------------------|--------------------|
| • Networking 2021              | • Leadership.      |
| • Microsoft 365 2021           | • Communication.   |
| • Azure 2021                   | • Adaptability.    |
| • Window Operating System 2021 | • Decision making. |
| • PMP Training successful 2018 | • Time management. |

**SKILLS AND PROFICIENCY**

- Self-motivation.
- Conflict resolution.
- Ability to work under pressure.

**REFERENCES ARE AVAILABLE UPON REQUEST.**