



Babatunde Abioye



UAE Investor, Resident



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IT Consultant | IT Trainer | Support Specialist | Project Manager | Web Developer | Freelancer | Entrepreneur

CAREER SUMMARY

- Passionate technology enthusiast, eager to gain experience in business development, artificial intelligence, web3 technology and cloud solutions. 7+ years experienced IT manager, entrepreneur and business management consultant, involved in operational cost reduction, facilitating increased productivity, and suggesting improvement on procedures

EDUCATION

MBA | EXPECTED 2023 | QUANTIC SCHOOL OF BUSINESS & TECHNOLOGY

- Major: Master in Business Administration
- Related coursework: Customer Discovery, Marketing, Accounting, Entrepreneurship, Cultural Intelligence

BACHELOR | 2011 | FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA

- Major: Bachelor of Technology in Computer Science
- Minor: Mathematics
- Related coursework: Information Management, Software Design, Computer Installation, Operation Research

PROFESSIONAL CERTIFICATIONS

- Microsoft: Microsoft Azure Administrator – June 2021
- CompTIA: CompTIA A+ CE – March 2021
- Google: Google IT Support Professional – March 2021

SKILLS & ABILITIES

COMPUTER SKILLS

- **FINANCIAL, ACCOUNTING SOFTWARE**
 - QuickBooks – Setup, Installation and Configuration – Advanced User
 - Tally – Setup, Installation and Configuration – Intermediate User
 - Sage Peachtree – Advanced
- **BUSINESS MANAGEMENT SOFTWARE**
 - Bitrix24 – Installation, Configuration, Development – Advanced User
 - Salesforce CRM – Setup, Installation and Configuration – Advanced User
 - Microsoft Dynamic 365 – Installation, Configuration – Intermediate User
- **GRAPHICS, DESIGN MULTIMEDIA**

- Adobe Photoshop, Gimp – Intermediate User
- CorelDraw, Inkscape, OmniGraffle – Advanced User
- **OPERATION SUPPORT SOFTWARE**
 - Slack, Zendesk, Freshdesk SurveyMonkey, Jira – Setup, Configuration – Advanced User
 - Microsoft Teams, Zoom, Teamviewer, Amazon Workspace, – Setup, Configuration – Advanced User
- **PROGRAMMING LANGUAGES**
 - JavaScript, PHP-Laravel, HTML, ReactJS, MSQl, CCS, JSON, YAML, NodeJS, Express, MongoDB – Advanced
 - Python-Django, Go, Java, Bash, C#, Scripting, VueJS – Intermediate
 - Go, Java, C#, C++, Ruby – Beginner
- **CLOUD COMPUTING AND PROTOCOLS**
 - Microsoft Azure – Certified Administrator
 - AWS, GCP, DigitalOcean, Vultr, - Configuration, Deployment – Advanced
 - Containerized Deployment Kubernetes, Docker, Podman, Jenkins, CI/CD – Intermediate
 - Virtualization – VMWare, VirtualBox, GNS3, Hyper-V – Configuration, Deployment - Advanced
- **SYSTEM AND NETWORK ADMINISTRATION**
 - Linux Server – Fedora, RedHat, Ubuntu – Deployment, Configuration – Advanced
 - Windows Server – Active Directory, DNS, DHCP, Group Policy – Configuration, Deployment – Advanced
 - macOS Server – DEP/MDM, CSR – Deployment, Configuration, Management – Intermediate
 - Operating Systems – Windows, macOS, Linux – Installation, Deployment, Configuration – Advanced
 - Networking – OSI Model, TCP/IP, Routing, Switching – Installation, configuration – Advanced
 - Server Software & Protocol – Apache, Nginx, IIS, SSH, SFTP – Installation, Configuration – Advanced

CUSTOMER SUPPORT

- Helped 100+ SMEs using technology to make their business simple, maximize profit, scale better and increase sales by 35% or higher year on year integrating inventory management and point of sale system to reduce paperwork and promote prompt and effective customer service delivery

COMMUNICATION

- Excellent oral, verbal and written communication skills in English. Beginner Chinese and Arabic speaker, reader.

LEADERSHIP

- Devised a Loan Management Application thus improving the cash in-flow by 25% within 3-months for a group of 1000+ people while serving as the lead technical advisor
- Built 3000 dollars' worth of business from scratch in 24-months of being self-employed, offering IT services and business management solutions in an economy with stringent means of business execution
- Managed a dynamic multi-functional team of 20+ people as chief technology officer and achieved 98% customer feedback using measurable, repeatable and scalable support system to resolve technical issues and suggest a new solution whenever necessary

TRAINING

- Trained 20+ college students in installation, configuration and troubleshooting of SOHO networks, broadened their information technology skills by 30% while over 50 teachers obtained relevant computer skills

EXPERIENCE

CEO | GEEEXSE INTERNATIONAL FZE, UAE | NOV 2021 – TILL DATE

- Initiated an IT firm to fill a gap in web3 technology solutions and offer exceptional training service.

IT SUPPORT – FREELANCER | SELL SYSTEMS, CHICAGO, USA | JUNE 2021 – NOV 2021

- Championed the clients' technical support, work closely with sales to foster high customer satisfaction and generated a 25% gross profit within 3 months
- Configured Bitrix24 CRM on RHEL Linux Server deployed on AWS to manage customers' leads, sales, and VoIP solution, achieved a 12% increase in customer patronage

IT CONSULTANT | COUNTRY KITCHEN VENTURES, NIGERIA | AUGUST 2017 – MARCH 2021

- Coordinated, collaborated and launched an eCommerce store to improve and expand business outreach by 30% or more within 24 months, increased sale turnover by 12% QoQ
- Overhauled the obsolete IT infrastructure, researched security concerns, inefficiencies and restructured on-premises workloads which resulted in a 45% improvement in the department's operation output
- Orchestrated a profit increase of 2 million QoQ per outlet, implemented an inventory management system to handle purchases, supplier's payments and sales' transactions

FOUNDER - CLIENT SERVICES | LOVELAMP SYSTEMS, NIGERIA | MAY 2015 – MARCH 2021

- Championed the management of cross-functional departments, developed company-wide training and knowledgebase system to enhance staff productivity by 35%
- Innovated ticketing system for customer's service management, trimmed cost by 30% and lowered office overhead by 10%
- Assembled and imaged user workstations, created user accounts and profiles, installed updates and security patches for the smooth running of the front-desk offices in multiple outlets

OFFICE SUPERVISOR | AIRTEL SHOP, NIGERIA | AUGUST 2014 – MAY 2015

- Oversaw service desk operations, coordinated schedules and on-call coverage in an efficient manner attained a 95% customer satisfaction rating
- Monitored daily operations, work orders, resolved customer inquiries, ensured 24/7 network's confidentiality, integrity and availability

CUSTOMER CARE REP | MTN NIGERIA | FEB 2012 – AUGUST 2014

- Resolved customers' complaints on mobile devices, escalated unresolved issues to the L2 technical team and follow up accordingly to promote customers' satisfaction and confidence

ADDITIONAL INFO

DRIVING SKILL

- Driving License – First Issued 2014 – [FRSC, Nigeria]

INTERESTS

- Loves reading, computing, research, travelling, healthy lifestyle with sport and fitness

DESIRED WORK TYPE

- Contract, Part-time, Partnership, Affiliate, Freelance, Full-time.