ABIMBOLA ABIONA EBUN

AGUNGI AJIRAN ROAD, LEKKI 2

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Objectives

Enthusiastic IT Professional with 3+ years of experience in Software Engineering and customer support roles. Experienced working with people across multiple cultures and geographies with demonstrated ability to maintain excellent verbal or written communication with stakeholders.

Experience

Technical Support Specialist ▪ April 2021 – Current Date
Wakanow ▪ Lagos, Nigeria

First line technical support specialist for staff members. Solving network connectivity issues as well as hardware malfunctions.

Service Delivery and DevOps Engineer working closely with software developers to deploy continuous changes on company's platforms hence providing continuous delivery of service to clients.

Frontend Engineer Consultant for Sterling Bank ▪ September 2021 – November 2021
Participated in developing the costumer app for the multi-market e-commerce platform along a team of using React and TypeScript, converting designs to Reactjs for integration with the APIs.

Technical Support Engineer ▪ September 2019 – April 2021
Tek Experts ▪ Lagos, Nigeria

Operated as a primary contact, delivering technical solutions for corporate customers on Microsoft 365 platform.
Documented interactions through ticket management tools to accelerate ticket resolution.
Engaged in onsite and offsite collaboration with subject matter experts and escalation managers when additional support is needed to meet Microsoft SLA.
Facilitated critical issues by setting customer expectations and communicating with stakeholders to guarantee 99% customer satisfaction.
Researched ways to enhance overall performance and foster a specialization in Cloud technology to increase efficiency.

Software Developer ▪ September 2018 – September 2019
Software Business Solutions Consulting (SBSC) ▪ Lagos, Nigeria

Developed an enterprise solution for internal recruitment process with the intern team using ASP.NET MVC framework.

Developed an enterprise Hospital management system using MEAN stack technologies, implementing stripe payment and Agile methodology.

Technical Support ▪ April 2018 – September 2018
BisCom TDigits Limited ▪ Lagos, Nigeria

I provided advanced technical supports for clients. • I Provided first-level technical testing for application solutions in Desktop, Web, and mobile platforms.

Skills

- Microsoft 365 Administration
- Technical Writing
- JavaScript [Nodejs, Reactjs, Angular]
- .Net Framework MVC, c#
- MongoDB

Education

Federal University of Technology, Akure
October 2015 ▪ Bachelor of Engineering in Electrical and Electronics Engineering

Professional Certifications

Microsoft Certified Trainer November 2020 – November 2021