

Adeoye Bamgbade

Lagos, GU

-Email me on Indeed: <http://www.indeed.com/r/Adeoye-Bamgbade/fc37d33744d41dc3>

- A Microsoft 365 IT specialist with over 3 years of experience in IT Infrastructure management (Traditional, Hyperconverged & Cloud Infrastructure), Service delivery management, Process Optimization, End User-Support, Microsoft 365 administration, Network administration, Application Support, Business Continuity and Disaster Recovery (Remote support delivery).
- Organized and timely in providing staff, departmental members and executive management with enterprise-wide reports on security, service delivery, infrastructure health, data control and their impact on organizational business objectives and continuity.

Work Experience

Technical Lead

February 2022 to Present

I managed a team of 22 and ensured they met our KPI

- I also helped reviewed their cases and helped drive it to resolution.
- I barged in on calls for Engineers to help pacify and calm customers when required
- Managerial contact for product clients, analyzing user needs and request certain deployment for users from the clients.
- Planning security and compliance roles for Microsoft365 and also Implementing Microsoft 365 security and threat management.
- Support, troubleshoot and resolve security incidents in office 365 areas such as data loss prevention, audit logs, eDiscovery tool and advanced threat management.

TEK-EXPERTS NIGERIA - MICROSOFT 365 TEIR 2 SUPPORT

August 2021 to February 2022

- Perform the technical research and development for the long-term system roadmap to achieve client satisfaction
- Ensures that client, and organizational requirements are touched apart from the contribution of technical support and guides for users.
- Provision of remote support to clients using Remote Access Tools (LogMeIn & Quick Assist)
- Collaborate with subject matter experts and escalation managers when additional support is needed to resolve customer issues.
- Empower customers to find information, self-solve when they decide to, and learn more about Office365 products and services and Windows.
- Documents technical work and research to help colleagues, improve the product, and improve the support experience.
- Backup and recovery solution
- Virtualization technologies
- Provide support for email and messaging systems
- Perform infrastructure implementations and migrations.

- Testing new technology
- Training of Bank staff on necessary IT security and basic knowledge for their ease
- Setting up emails and accounts for new users.

PROFESSIONAL RESUMÉ

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.

TEK-EXPERTS NIGERIA - MICROSOFT 365 TEIR 1 SUPPORT

June 2019 to June 2021

- Provision of technical support via Email & Telephone channels
- Troubleshoot systems and Networks problems
- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Back up and system recovery
- Troubleshoot of email protocols, setups & services. Outlook, G-Suite & iCloud.
- Received numerous 100% satisfied customer surveys and feedback. Maintained between 5 to 8 service requests simultaneously.
- Manage IT initiatives and collaborate with in-house technical staff
- Hold regular meetings on improving services at client sites
- Ensure system optimization for all technology resources

Technical Team Lead

BENNYJONES LTD

March 2020 to March 2020

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DATE (PART TIME)

- Act as the supervisory contact for escalation, deliver advanced technical troubleshooting and problem-solving solutions for customers, assist in IT equipment procurement for on-site support.
- Work closely with Engineers having low KPI by working closely with them to improve performance and attain the monthly KPI
- Supervisory contact for Physical device installation, PC Setup, Printers, CCTV installation.

TEK-EXPERTS NIGERIA | MICROSOFT 365 TECH LEAD SUPPORT

REFERES

Available on request

Education

Associate

ICSI

Skills

- End-User Support: On-site & Remote support, End-user security awareness training, Hardware/ Software installation and support.
- Cloud Infrastructure: Microsoft 365, SharePoint, Teams administration, Microsoft Security Administration, Compliance Administration Microsoft Azure, Microsoft Intune.
- Effective communication.
- Excellent Problem Solving, Diagnostic and Analytic skill.

- Great Team Player
- Emotional Intelligence.
- Technical writing skill. ADEOYE BAMGBADE PROFESSIONAL RESUMÉ
- RAVE
- ASD
- KIT
- Quick Assist
- Team Viewer
- Trello
- AnyDesk
- ZenDesk.