

Habeeb Ajibola Ejio

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PROFESSIONAL SUMMARY

I am a Proactive and Meticulous professional with over 5 years of industry experience in supporting organizations. I have gained rich experience in system administration to ensure a seamless customer experience. Proven ability to lead a technical team to improve operations, resolve persistent issues as well as innovate better ways to improve the customer experience. I also propose innovative training tools and train/mentor subordinates on continuous improvement of the company processes. In this vast professional experience, my expertise lies in resolving issues and improving operational efficiency and ensuring consistently high levels of performance, and helping the company scale up.

AREAS OF EXPERTISE

-Proficient in many Programming language	-IT Administrator	-Critical Thinking
-Project Management	-Problem Solving	-Product Owner
-Critical Analysis	-Customer Service	-Cloud Enthusiast

PROFESSIONAL EXPERIENCE

ENGIE ENERGY ACCESS, AFRICA(PROVIDE SUPPORT TO SIX COUNTRIES)

TECHNICAL SUPPORT OFFICER (REMOTE)

Dec 2021 - Present

- As a tech support officer, my job is to resolve customer issues that could not be resolved by field agents, service center team as well as country tech teams. Typically, these issues can range from hardware as well as software issues which could either be application or a script being used to interact with our products.
- Improving productivity by working closely with Global Quality Assurance Team to reduce incoming tickets from all countries by investigating persistent issues and providing necessary training to country teams.
- Recognized and promoted to team lead support for providing quick and high-quality service.
- Delivered knowledge transfer and guidance to accelerate the technical competency to provide technical support to customers by training and mentoring team members and new hires reducing training time by 50%.
- Took personal responsibility on every issue assigned to me, effectively communicated with the requester using real-time methods such as phone, chat and screen sharing when appropriate and efficiently collaborated across the global support teams to resolve the issue proactively which helped me achieve requester satisfaction rate above 85%.
- Collaborate with the product managers, manufacturers, and engineers to support the development and production of quality products as well as improving in-market products and customer satisfaction.
- Upload product shipments to the database, edit and manage item details in the Engie database.
- Monitor and respond through a support ticketing system (ServiceDesk).
- Iterate and implement responses, and prevention plans for common support requests.

ENGIE ENERGY ACCESS, LAGOS, NIGERIA

IT SYSTEMS SUPPORT ANALYST

Feb 2021 – Nov 2021

- As IT systems support analyst, my job was to support over 500 staffs as well as to maintain IT Infrastructure, which includes 24/7 availability of our call center, and maintenance and repair of company IT Gadgets and tools.
- Aligned with vendors on various equipment processes such as installation, replacing, and repairing various technical apparatuses.
- Instituted new troubleshooting methods to hasten support for both hardware and software related issues.
- Provided support by troubleshooting, diagnosing, and resolving a wide variety of problems identified on the network. Determined the most cost-effective remedies and resolutions with the goal of minimizing downtime in both the office and call center network.
- Surpassed the minimum incident requirements by more than 100%, resolving an average of 24 incidents daily and maintaining the highest call volume in the company; and escalating incidents to appropriate L3 Team for quick interventions.
- Multi-tasked effectively, engaging in up to 3 critical active bridges at a time while accepting new incidents, earning recognition for outstanding employee of the year 2021.

CWG PLC (9MOBILE), LAGOS, NIGERIA

ENDUSER SUPPORT ENGINEER

Oct 2019 – Feb 2021

- I am responsible for the provision of technical support and assistance over the telephone, in person and any other electronic mediums, in a prompt, efficient, and professional manner and through this, contributing to a steady improvement in customer satisfaction.
- Perform real-time call center support and optimization.
- Strong knowledge of Windows 10 / MS Office / MS Teams
- Mobile Devices / Mobile OS troubleshoot
- Responsible for laptop and desktop configuration, maintenance and hardware repairs.
- Led a Team of 4 was able to handle end-user support of 60+ staff and 50 call center agents.

LICENSES & CERTIFICATIONS

- Amazon Web Services Cloud Practitioner
- ICSI | CNSS Certified Network Security Specialist
- Cert Prep: Red Hat Certified System Engineer (EX300)
- Linux System Engineer: Bash Shell Scripting for Automation
- Project Management Course (AGILE and SCRUM Project Methodology)

ONGOING CERTIFICATIONS

- FrontEnd Web Development training by Zuri to be completed by Dec 2022
- FullStack Web Development (BackEnd:Node.js) training by Utiva to be completed by 2023

QUALIFICATIONS

2012 – 2016

EASTERN MEDITERRANEAN UNIVERSITY
B.Sc. COMPUTER ENGINEERING

TURKEY

SOFT SKILLS

-HTML

-Linux Administration

-DevOps

-CSS

- SCSS

-Office 365

-JAVASCRIPT

-Networking