AYO EBOWEME

+2348142994138 ◊ Lagos, Nigeria

ebowemeayo@yahoo.com ◊ linkedin.com/in/eboweme-ayo ◊ github.com/lebrin-Ay

EDUCATION

Bachelor of Computer Science, Babcock University   2012 – 2016

SKILLS

Technical Skills

- HTML & CSS
- JavaScript
- Bootstrap Framework
- Exchange Online
- React JS
- Version / Git
- Responsive Design
- Technical Support
- Active Directory

Soft Skills

- Problem Solving
- Organization
- Communication
- Teamwork

EXPERIENCE

Microsoft Technical Support Engineer   July 2019 - Jan 2022

Tek-Experts Nigeria   *Lagos, NG*

- Successfully provided support for Microsoft 365 Outlook Web Access and Outlook E-mail, Calendaring and Scheduling to 500+ users.
- Successfully created, modified, deleted, and recovered emails for recipients.
- Demonstrated excellent verbal and written communication skills by successfully communicating complex technical information to non-technical customers.

IT Support Intern   June 2018 - Dec 2018

Jumia Nigeria   *Lagos, NG*

- Maintained network and computer system availability by providing Tier 1 support; responded to user inquiries within 24 hours.
- Configured new hardware and installed software for company-issued laptops.

- Successfully installed system application software on 50% of the company's 200 workstations, in 2 weeks.

IT Support (NYSC)   March 2017 - Dec 2017
Lagos State University Teaching Hospital   *Lagos, NG*

- Successfully troubleshot and resolved software issues for MS Office, Windows 7/8/10, and Apple products.

- Taught staff from different departments on Microsoft Word, Excel, and PowerPoint.

- Created new users accounts via Active Directory and dealt with password issues.

PROFESSIONAL CERTIFICATES & TRAININGS

Frontend Development
Stutern Nigeria - In view

Virtual Assistant Course
Online Course - alx_africa | 2022

Microsoft 365 Certified: Enterprise Administrator Expert
Microsoft | 2021

Microsoft 365 Certified: Messaging Administrator Associate
Microsoft | 2021

Microsoft Certified Trainer (MCT)
Microsoft | 2021

Google IT Support Specialization
Online Course - Coursera | 2020

Microsoft Certified: Azure Fundamentals
Microsoft | 2020