

Faith .I. Ivbaduwede

TECHNICAL SUPPORT ADVOCATE



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I am a passionate, knowledgeable IT support technician with over 4 years experience in delivering exceptional customer service experience at every service delivery sector. Assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at all technical level, solving 99.2% of issue with no supervision. Seeking to provide expert technical and customer service support to your organization.

I am also an experience administrator, human resource personnel, sales, marketing and customer service oriented individual with managerial experience and proficiency in delivering top quality and maximum performance to always exceed given targets in an organization as prestigious as yours. I also have multiple soft skills in acquiring, handling, retaining a customer and or enhancing the work performance of a team or organization. I am personally committed to work, service and responsibilities as my schedule for daily/monthly targets are reached professionally and effectively because working above average target is my goal.



Skills

- Technical application support
- Office 365
- Technical support escalations
- Proficiency in Microsoft suit, effective business and communication skills.
- Remote Technical Support
- Customer service



Work History

● **Technical Support Advocate/Customer Service Specialist**

TEK EXPERTS, Lagos, Nigeria (2019 TILL CURRENT)

- Was one of the 1st batch of Technical support advocate that initiated the Consumer (Windows, Office, Skype, Teams) Support unit
- Successfully installed, activated and deployed Office, Windows Licenses (7, 8, 8.1, 10, 11) Skype and Teams
- Provide vase technical support for Microsoft customers around the world on Office, Windows (Consumer) (7, 8, 8.1, 10, 11) Skype and Teams related issues
- Provide guidance on how best to resolve issues with Office, Windows Operating systems, Skype and Teams
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisors when needed
- Exceeded goals through effective task prioritization and great work ethic.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Evaluate and prioritize Customer support cases
 - Process Billings and refunds for subscription
 - Resolved and Evaluated over 15-20 cases daily
 - Maintained minimum of 97% customer satisfaction ratings on all parameters and in accordance to Tek service culture (Customer First,

Knowledge matter, Quality Service, Stronger together)

- Act as a virtual agent for customers
- Chat and Call Support
- Ensure customers satisfaction by delivering excellent customer experience
- Put customers first and empower all customers
- Remotely access customer's device and fix issues
- Described product highlights and benefits to help guide purchasing decisions.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.

Key Achievements

- Solved 99.2% of tech support tickets received without needing to escalate to any higher tech support engineers.

SALES MANAGER (MICROSOFT OFFICE 365)

IPI SOLUTION'S NIGERIA LTD, ABUJA. 2018

- Assisted in executing technical meetings with the technical manager
- Directed and champion the sales of all Microsoft office licenses
- Prepared company business contracts and MOU needed for Federal Government contract bidding
- Responsible for Branch administration
- Track and ensure timely delivery of projects/contracts awarded.
- Manage disciplinary proceedings and ensuring that all staffs adhere to the company's agreed quality standard
- Carry out other activities assigned by my superiors

Head of Administration and Human Resource

Access Solutions Limited, Gwarinpa, Abuja. (2015 to 2018)

- Keep and maintain an accurate record of both papers and electronic correspondence.
- Be responsible for all administrative affairs of the company.
- Schedule all company's meetings
- Manage and supervise staffs recruitment, staffs training, staffs development, appraisal process and staffs management using HIRS APPLICATION and SWOT ANALYSIS.
- Supervise and manage 3 departmental heads while ensuring that they adhere to timelines of submission of reports and new business ideas for organizational growth
- Manage disciplinary proceedings and ensuring that all staffs adhere to the company's agreed quality standard
- Prepare and compute staffs payroll
- Facility management, Protocol and premises management, Event management, manage company's procurements, Maintain inventory of all company's properties
- Carried out and supervised major projects relating to the company and its premises
- Managing staff's safety and welfare within the office premises. Ensure that the company premises, properties and employees are safe at all times. Design new company's policies and champion them among staff.
- Making travel/hotel bookings for staff and or visitors as required, Flight bookings, Send invitations and make adequate arrangements to receive company's visitors.

- After visits from any dignitary, frequently ensure a proper follow-up with appreciation notes or tokens.
- Research potential vendor. Authorize, supervise and manage the Day-to-day purchasing for the company. Compare and evaluate offers from suppliers. Negotiate contract terms of agreement and pricing. Track orders and ensure timely delivery. Review quality of purchased products. Enter order details (e.g. vendors, quantities, prices) into internal databases. Maintain updated records of purchased products, delivery information and invoices
- Prepare reports on purchases, including cost analyses and budgets. Monitor stock levels and place orders as needed. Coordinate with warehouse staff to ensure proper storage
- Carrying out other activities assigned by my superiors.

Branch Administrator (Human Resource Rep, Fleet Mgt Officer)

Cummins West Africa Ltd. Plot 749, Adamu Ismailia Crescent, Idu Yard, Abuja. (September 2015 to October 2016)

- Keep and maintain an accurate record of both papers and electronic correspondence. Filter general information, queries, phone calls and invitations to the senior managers by redirecting or taking forward such contact as appropriate.
- Ensure the agreed training, development needs and requirement are planned and implemented.
- Manage and maintain the Regional manager's diary and email account, Taking minutes of meetings and ensure that proper records are kept. Filtering emails and highlighting urgent correspondents and also printing attachments for Regional manager.
- Ensure guest are well taken care of and provisions are made available for any scheduled meeting at agreed time.
- Maintain time keeping with northern staff officer's on payroll, overtime, casuals, etc. Prepare and compute lunch allowance for staffs and follow up with the account department to ensure that the said allowance are received by the beneficiaries.
- Maintain northern operations branch assets register. Manage and supervise cleaners and securities, while ensuring that the facility is kept in good and safe condition.
- Coordinate and prepare both travelling and accommodation documents required by any member of staff that has to be out of station.
- Preparing documents and making purchase of all minor items needed both in the office & replacement needed in the company's vehicle under the region.
- Carry out fleet administration for the region. Maintain branch supplier's files.
- Provide support with regards to petty cash and handle debtor's cash book. Implement all initiatives as required by the management team and other duties as identified by my line manager.
- Maintain and Administration of leave register while ensuring that employees adhere to the stated and agreed leave plan
- Provide administration and operational support to HODs for matters relating to the company's job. Prepare correspondence on behalf of the senior manager.

SERVICE QUALITY MANAGER (Human Resources/Administrative Staff)

Xcell Plus Ltd. No 9, Waziri Ibrahim, Apo, Gudu District, Abuja. (July, 2012- 2015)

- Ensure the efficiency and effectiveness of customer service process.
- Ensure staff members meet their feedback target regularly.
- Manage the recruitment process and issue offer of employment & appointment letters to all new hires
- Taking minutes of meetings and ensure that proper records are kept
- Administration of leave process while ensuring that employees adhere to the stated and agreed leave plan

- Manage disciplinary proceedings and ensuring that all employees adhere to the agreed service quality standard
- Monitor the results of satisfaction survey via feedback forms and proactively respond to Customer's needs
- Prepare and compute payroll for staff salary and follow up with the Bank to ensure that salaries are paid on the agreed date
- Supervise and manage 3 departmental heads while ensuring that they adhere to timelines of submission of reports and new business ideas for organizational growth
- Manage and supervise 10 cleaners while ensuring that the facility is kept in good condition
- Preparation and collation of reports for onward submission to the Director
- Making bank payments and other financial transactions on behalf of the company
- Maintaining of various computerized departments accounts and records.
- Raising and issuing memos and other correspondents for and on behalf of the management.
- Carrying out other activities assigned by my superiors.

NATIONAL YOUTH SERVING CORPER (2011-2012) Principal accountant's office, Treasury Department, State Secretariat, Ministry of Finance, Kaduna State.

BULK TELLER (2007-2008): Intercontinental Bank Plc. Operations department, Gusau, Zamfara State.

PROFESSIONAL QUALIFICATIONS:

- Microsoft Technical Support Advocate (Tek-Experts, Nigeria)
- Certified Project Manager
- Certificate in Customer Service Delivery
- Certificate of recommendation from the Ministry of Finance, Kaduna state
- NYSC dispatch certificate (2011)



- International project management professionals (IPMP) 2011
- HND Banking and Finance (Upper credit) 2010
- ND Banking and Finance 2007
- Certificate in computer applications 2003
- Senior secondary school certificate 2003
- First School Leaving Certificate 1997



Interests

- Interacting and meeting people
- Troubleshooting computer issues
- Travelling and sightseeing
- Watching movies