

Akan Udosen

Technical Support Engineer | Web Developer | Cloud Engineer

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SUMMARY

Highly efficient, hardworking, talented, and dynamic individual with a strong desire to learn and grow. I am skilled in research, analysis, and attention to detail. Seeking a dynamic environment that allows me to showcase my potential, upgrade my skills, and align my personal objectives with organizational goals while serving with integrity and humility.

SKILLS

- Programming languages: Python, PHP, NodeJS, TypeScript/JavaScript, Bash, JavaScript.
- Database: MySQL, SQLite.
- Experience working with remote ticketing systems.
- Web Development: ReactJS, VueJS, Laravel, SlimFramework, Lumen, Django, Flask.
- DevOps tools: Docker, Git.
- Windows and Linux Server administration (on-premises and cloud).
- Software and Hardware Configuration, Troubleshooting, and Repair.
- Virtualization Solutions.
- Cloud Infrastructure: AWS, Azure.
- Technical Support: Troubleshooting IT issues, providing immediate solutions.
- Digital Marketing: Social media marketing, customer engagement, blog posting, SEO, Google marketing (AdWords, Display, and Search Console).
- Soft Skills and Customer Management.
- Excellent verbal and written communication skills.
- Problem analysis and solving skills.
- Self-motivated and able to work under pressure.
- Leadership skills: Decisive and open to team members' opinions to achieve organizational goals.

WORK EXPERIENCE

Technical Support Engineer, Tek Experts (EMEA) (2021 - Present)

- Assist clients in creating and managing Azure cloud infrastructures.
- Troubleshoot infrastructure issues remotely (Virtual Machine, Virtual Network, Storage, etc.).
- Recommend suitable resources for client computing environments.
- Provide support and recommend best practices for linking on-premises resources to Azure services.
- Assist customers with scripting for batch processes.
- Resolve Azure-related issues for Microsoft clients remotely, ensuring SLA targets are met.
- Troubleshoot Windows and Linux server distributions (RHEL, Ubuntu, CentOS).
- Conduct Hyper-V troubleshooting for Windows VMs and SSH connectivity for Linux distributions.
- Perform migrations from on-premises to the cloud.
- Utilize PowerShell and Bash for troubleshooting and script deployment.
- Work with Azure IaaS technologies, virtual machines, virtual machine scale sets, Azure key vault, ARM templates, Azure disk encryption (ADE), Azure Compute gallery, Azure storage accounts, file shares, Azure file sync, and networking resources.
- Collaborate with teams to troubleshoot and escalate cases when needed.
- Maintain documentation for cases, queries, process steps, and resolutions.

Full Web Developer, Digitakeoff Technologies (2019 - 2021)

- Optimized code and conducted automated and manual testing for application compliance.
- Managed network and hardware infrastructure.
- Developed websites using Laravel, WordPress, and JS frameworks and libraries.
- Managed Exchange on-premises and online email service (Hybrid environment).
- Identified and resolved bugs in internal software.
- Provided technical training for Odoo ERP to staff.
- Implemented best practices for office applications.
- Offered remote technical assistance to users outside the main office.

Full Stack Web Developer, Afaara Digital Resources (2016 - 2019)

- Identified and resolved application bugs and documented user application and system issues.
- Administered testing, staging, and production servers using AWS and DO.
- Created APIs for frontend teams.
- Configured and administered Git repositories.
- Conducted code auditing.
- Developed backend experience using PHP frameworks (Laravel, Lumen).
- Integrated third-party APIs (SendGrid, Nexmo, Facebook, etc.).
- Collaborated with cross-functional teams to resolve technical issues.

- Participated in personal training and attained technical certifications.
- Documented, reviewed, and improved procedures and workflows.

EDUCATION

Bachelor of Science in Industrial Chemistry, Ajayi Crowther University, Oyo State (2011-2015)

- Graduated with first-class honors (4.50 of 5.0).
- Received "Best Male Graduating Student Award."

ACTIVITIES AND HOBBIES

- Coding web applications.
- Playing chess and snooker.
- Engaging in competitive sports (track events and football).
- Reading and conducting research.

Referees: Available upon request.