

Toheeb Kareem Olawale

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CAREER OBJECTIVE

Experienced Information Technology Support Specialist with a demonstrated history of working in the Information Technology and Services Industry. Skilled in Customer Service, Technical Support, Microsoft Dynamics CRM/365, Operating Systems, and Linux Server, Window Server, Office 365, VOIP. Professional Certified Functional Dynamic 365 Consultant; Responsible for Performing discovery, capturing requirements, engaging subject matter experts and Stakeholders, translating requirements, and Configuring the solution and applications.

Education

2015 **Higher National Diploma, HND** (Computer Science).

2012 **National Diploma, ND** (Computer Science).

2008 West Africa Senior School Certificate.

2017 **National Youth Service Corps.**

Certifications

Microsoft Certified: Dynamics 365 for Customer Service Functional Consultant Associate

MSCE Microsoft Business Application

Microsoft Certified Solutions Associate (MSCA) in Microsoft Dynamics 365

MCP: Microsoft Certified Professional

MCT: Microsoft Certified Trainer

Microsoft Interns for Africa (Big Data)

Work Experience

Mint Management Technology (South Africa)

July 2019 – Dec 2019

DYNAMIC 365 Functional Consultant (Apprentice)

- Perform discovery, planning and analysis in Dynamics 365.
- Manage User experience and design.
- Manage Entities and Data.
- Implement Security.
- Implement Data Migration and Data Integration
- Perform Solution Deployment and Testing
- Perform Configuration.

- Manage Cases and Knowledge Base.
- Configure Voice of Customer.
- Create User Manuals for each module of Dynamics 365 CE deployed.

Outcess Solutions Nig Ltd

2018 – Till Present

IT Support Specialist/Lead CRM Consultant

- Design and maintenance of Contact Centre and its Applications
- Provide Technical support to existing and new customers.
- Full Contact Centre setup and management.
- Evaluate and recommend adoption of new or enhanced approaches to deliver IT services.
- Test and optimize the functionality of systems, networks and data.
- Identify technical requirements applied to the design, development, implementation, management, and support of systems and networks.
- Working closely with other departments/organizations and collaborating with other IT staff.
- Evaluate proposals for the acquisition of IT products or services.
- Planning future improvements, suggesting IT solutions to business problems.
- Taking ownership of technical issues, and working with our Development group to resolve more advanced issues when necessary.
- Documenting troubleshooting and issue resolution steps.
- Undertaking routine preventative measures and implementing, maintaining and monitoring network security, particularly if the network connects to the internet.
- Training and Development.
- Customizing Microsoft Dynamics CRM to meet business requirements.
- Implementation and deployment of Microsoft Dynamics CRM.
- Customization of Microsoft Dynamics CRM to meet User requirements.
- Integrating Dynamics CRM with other products such as Microsoft Power BI, Microsoft Exchange, Microsoft Share Point, Microsoft Outlook etc.
- Providing technical support to Microsoft products such as Dynamics 365, Skype for Business and Microsoft Office 365.
- Setting up users, security roles, business units and teams.
- Customizing and configuring forms, views, reports, dashboards, and option set updates.
- Customizing dialog processes and workflow processes to meet user requirements.
- Installing and Configuring Email Router.
- Configuring, and testing Microsoft Dynamics modules and supporting components.
- Providing pre-sales technical assistance and product education, and after-sales support services
- Provide advice on information systems strategy, policy, management, and service delivery.
- Making technical presentations and demonstrating how a product meets client needs.
- Liaising with other members of the sales team and other technical experts.

Outcess Solutions Nig Ltd

May 2018– July 2018

IT Support Intern

- Performed, Repair and maintenance of laptops and Desktop etc.
- Installation of Operation System
- Maintenance of hardware and software
- Maintenance of Computer Network

- Documenting troubleshooting and issue resolution steps.
- Perform maintenance task such as checking for viruses, backing up data, upgrading software and other basic maintenance.
- Setting up workstations and Maintenance of workstation and ICT equipment.
- Providing support for various products to numerous customers that utilize the products
- Learnt, familiarized and became an expert in the various products used by customers in order to provide quality support and assistance in a very short period of time
- Ensuring successful integration of their email system deployment with Virus Scanning engines and Anti-Spam engines so that only safe and legitimate emails are being received in the customers' organization
- Is the first point of contact for customers while ensuring that customers are adequately attended to while feeling safe, secured, assured, and protected

Outcess Solutions Nig Ltd

Nov 2017 – May2018

Customer Care Representative

- Resolve customer complaints via phone.
- Use telephones to reach out to customers and verify account information.
- Greet customers warmly and ascertain problem or reason for calling.
- Inform customer of deals and promotions.
- Sell products and services.
- Telemarketing
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Skills

- Adept in Microsoft Dynamics CRM/ Microsoft Dynamic 365
- Skilled in Microsoft PowerApp
- Skilled in Microsoft Office 365
- Project Management
- SQL Service Integration Service
- Ability to work with AD (Active Directory)
- Knowledge of and experience in major operating systems such as MS Windows Server
- Skilled in TCP/WAN
- Technical Support/IT Support
- Proficient Knowledge of Office Automation tools (e.g. Microsoft Office Suites)
- Working Knowledge of Client Server Architecture Environment
- Troubleshooting
- Analytical Skills
- System Design
- HTML 5, CSS3.
- Customer Satisfaction
- Training/Development
- Support Engineer
- Knowledge of IP addressing scheme and understanding of network systems such as Windows SVR, UNIX, Linus etc.
- Agile Project Delivery Experience (Project Management)
- Create/Manage new and existing user profile on Exchange mail, AD, and Unified communications (Lync)

- Develop and maintain backup on servers and Internal and external hard disk and tape drive on monthly, weekly, and daily basis.
- Training and Development

Software and Application

- Dynamic CRM
- Fonality
- PowerApps
- Lync
- Microsoft Office365
- VOIP Solutions (Ameyo, Fonality, Ngucc)
- Active Directory
- Window Servers
- Window Operating System
- Linux OS
- PowerApps
- Office Tools

Major Projects

- Mint Management Dynamics 365 Deployment (Internal)
- Sterling Bank Dynamic 365 Support.
- Wakabet Microsoft Dynamic 2015 Deployment for OUTCESS.
- Branch International Microsoft Dynamic 2013 deployment for OUTCESS.
- KYC Automation Tool for Airtel Nigeria
- Deployment of Voice Solutions for Flutterwave Nig Ltd
- First Homes Nig Ltd Dynamic 365 deployment for OUTCESS
- FairMoney Microsoft Dynamic 2015 for Outcess
- Multichoice Nig Ltd Dynamic 2015 deployment for OUTCESS
- Ameyo deployment for Aiico Multisheild for OUTCESS
- Ameyo deployment for Sterling Oil for Outcess
- Ameyo deployment for Pop Central for OUTCESS
- Ameyo Support for Mutual Benefits.
- Ameyo Support for Accion Micro Finance Bank.
- Deployment of Voice Solutions for LPL Nig Ltd.
- Deployment of Microsoft Dynamic CRM 2015 for Branch Nigeria for OUTCESS.
- Deployment of Microsoft Dynamic MCN 2015 for Branch Nigeria for OUTCESS.

Interests/Hobbies

Reading, Scrabble, Watching Soccer, Web development.

References

Available on Request.