ABDUL-MOSHOOD ODESEYE
Technical Support Analyst

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SELF-SUMMARY

I am a Technical Support Analyst with expertise in delivering prompt and professional assistance across diverse communication channels. I am proficient in resolving complex technical issues, conducting root cause analysis, and implementing effective solutions to ensure customer satisfaction. Through excellent communication and problem-solving skills, I can effectively collaborate with cross-functional teams and deliver timely and efficient support.

TECHNICAL SUMMARY

- **Tools & Techniques**: Windows 7,8,10, Jira for ITSM, Service Now, Microsoft Active Directory, Mac OSX, ITSM Tools, System Setup & Configuration, Antivirus Support, O365, Remedy, Team Viewer, LAN Troubleshooting, Remote Desktop Tooling.
- **Trainings & Certifications:** ITIL (in view), Jira for ITSM, IT Service Management, Enhancing IT-as-a-service offering, Service now ends users training, Incident and Problem Management

CORE COMPETENCIES

- Proficient in PC administration including installation, upgrading, and troubleshooting of Windows OS and applications.
- MS Office configuration and support including 0365, Microsoft Office Suites, Active Directory, and Exchange Management.
- LAN/WAN troubleshooting and 1st line network support.
- Maintain confidentiality with regard to the information being processed.
- Offer on-site support to end users on hardware.

WORK EXPERIENCE

Nabtech Limited – UK   **Aug. 2022 – Till date**
Technical Support Analyst (Customer Service Advisor)

- Delivering prompt and professional technical assistance and support to customers through diverse communication channels such as phone, email, and chat.
- Diagnosing and rectifying customer-reported technical issues by employing root cause analysis techniques to identify underlying factors and deploy efficient solutions.
- Documenting and recording customer interactions, issues, and resolutions in a meticulous manner using a robust ticketing system or CRM software for comprehensive documentation and tracking.
- Performing software application and operating system installations, configurations, and upgrades for customers, ensuring seamless functionality and optimal performance.
- Continuously improving customer support processes and workflows to enhance efficiency and effectiveness.
- Performing quality assurance testing and providing feedback to the development team to improve product performance and usability.
- Proactively identifying and proposing improvements to existing technical support processes, resulting in a minimum of 80% increase in efficiency and customer satisfaction.

LentSource – Nigeria   **Jul. 2020 – Dec. 2021**
M365 Technical Support Engineer

- Conducted an in-depth investigation and proficiently troubleshooted intricate technical issues concerning M365 applications, while upholding an average mean time to resolution.
- Adhered rigorously to data privacy and security protocols during the handling of customer information and when addressing security incidents related to M365, ensured strict compliance with established data protection and security measures.
- Performed comprehensive root cause analysis of recurring M365 issues, meticulously identified underlying factors and formulated proactive solutions aimed at mitigating their occurrence.

- Aided customers in managing M365 administration tasks, encompassing user management, security and compliance configurations, and license assignments, ensuring seamless operational control and adherence to established policies.
- Delivered precise and timely updates to customers regarding the status and advancement of their support tickets, fostering a culture of transparent and proactive communication throughout the resolution process.

OOA Consulting – Nigeria   Jul. 2019 – Jun. 2020
IT Support Engineer

- Deployed and configured computer systems, peripherals, and network devices for newly onboarded employees, ensured seamless integration into the IT infrastructure and adherence to established configurations and security standards.
- Performed system maintenance tasks, such as patch management, software updates, and data backups, adhering to defined schedules and minimizing system downtime.
- Provided guidance and support for remote access solutions, such as VPN or remote desktop services, facilitating secure and efficient remote work capabilities.
- Conducted preventive maintenance activities, such as hardware inspections, equipment cleaning, and performance optimizations, to proactively mitigate potential issues.
- Collaborated with other IT teams to escalate and resolve complex technical issues, ensuring timely problem resolution and customer satisfaction.

ATTRIBUTES

- Ability to prioritize requests for assistance – both immediate and long term.
- Excellent interpersonal skills and relationship building ability proven across different roles.
- Goal oriented, target driven and ability to work collaboratively within a team.
- Ability to communicate fluently and effectively with clients and ability to pay attention to details.
- Demonstrable expertise in IT Service Desk, Configuration, IT issues and Problem Management.
- Expertise in operational and project management involving multiple stakeholders across different management levels.
- Proficient in Microsoft Office Suite (Word, Excel, Access, Outlook, Visio, Project, PowerPoint, and Teams).

ACADEMIC BACKGROUND

Sheffield Hallam University –UK   **2023**
MSc. International Business Management Science

Olabisi Onabanjo University– Nigeria   **2018**
BSc. Accounting

REFERENCE

Available on request