AKINSANYA SAIDAT ADENIKE

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Summary:

SAIDAT is an IT Technical Support Expert with extensive experience in day-to-day technical support tasks and duties. I am a self-organized and hardworking individual with a professional manner, cheerful disposition, and ability to learn new tasks quickly. With excellent technical skills, drive for empathy and rapport coupled with great customer service skills, vibrant written and verbal communication skills, I provide an outstanding level of support to my customer

Professional Experience:

Technical Support Advocate   **05/2019 – Present**

TEK EXPERTS NIGERIA

- Specializes in advanced technical support for Microsoft online and offline users with a primary focus on the Windows Operating software alongside various Microsoft products and devices, including the Microsoft Teams, Microsoft Office 365, Skype, and teams to name a few.
- Windows troubleshooting
- Perform a deep technical investigation that stretches my skills as I traverse rich telemetry streams to isolate and solve complex issues for various Microsoft products and services.
- Drive root cause analysis and service improvements improving bug fixes in close partnership across several engineering teams.
- Effective ticket queue management and prioritization including continuous and timely updates to customers.
- Provided a thorough support, problem resolution and navigational assistance for customers via chat, email, and phone.
- Manage administration and communication and coordination within internal departments
- Identify and drive requirements for increased customer self-support ability.
- Follow up with customers to ensure first contact resolution and deliver a positive experience.
- Provides timely solutions to the customer queries and empowers the customer to ensure that problem does not occur again

Team Member ATM/IT Regional Support   **10/ 2017 – 07/2019**

ACCESS BANK PLC

- Installed software, configured and tested customer PC's, analyzed functionality of peripheral appendages.
- Provided business-clients with efficient support - Responded to phone calls, emails, and in-person requests.
- Resolving of branches LAN and WAN-related issues.
- First level support and installation of Bank's newly deploy software on (ATMs) Automated Teller Machine (WINCOR NIXDORF, NCR, HYOSUNG.
- Monitored and reviewed team performance and performance goals
- Performed Installation and troubleshooting of office 365 related issues for end-users.

- Develops strong working relationships with customers and access bank internal team members
- Worked with the bank to provide all desktop hardware support.
- Advise and assist users in the planning, selection, and use of computing hardware and software; provide training to end-users on supported hardware and software.
- Installed, configured, and supported network-related hardware and software.
- Worked closely and effectively with vendors to replace/repair defective hardware and software.
- Installed software, configured and tested customer PC's, analyzed functionality of peripheral appendages.
- Fully supports a wide range of IT products such as MS office suite software, personal productivity software, and network access and system utilities.
- Provide technical support and service including communications, diagnostic procedures, call management, work scheduling, and customer relations Assist customers with identifying and resolving needs, thereby increasing customer morale and overall satisfaction with customer service.

Education:

- HND in Statistics   The Polytechnic Ibadan, Oyo State (2013 -2015).
- OND in Statistics   The Polytechnic Ibadan, Oyo State (2010 -2012
- Diploma in Desktop Publishing   KALAK Institute of Computer Training

Certifications:

- Customer Service Training (Alison Education, Cert ID: 1929-15094928)
- Computer Networking-Wired and Wireless Networks and Protocols (Alison Education, Certificate ID: 1443-15094928)
- Certified Network Security Specialist (International Cyber Security Institute, Certificate ID: 17068243)
- Certified Network Security Expert (Fortinet, Credential ID: HzUMDFTVsj) Microsoft Windows Certified Technical Support (Tek Experts)
- Soft skill certified (Tek Experts)
- Telephone Etiquette certified (Tek Experts)
- CompTIA and SPSS

TECHNICAL SKILLS

- Windows troubleshooting
- Proficient with Microsoft 365
- Computer & Tech-savvy
- Good interpersonal skills
- Professional telephone manner
- Good communication & listening skills
- Good problem solver
- Positive "can-do" approach