

Ogunfowokan Abiodun Daniel

CONTACT

29 Otunba street Ikeja

E-mail: Ogunfowokan.Abiodun@gmail.com

Phone: +2348085476704

SUMMARY

- Over 4 years of substantial experience in IT support to customers
- Possess exceptional telephone etiquette
- Strong troubleshooting skill
- Experienced Microsoft office 365 cloud support Engineer with a demonstrated history of working in the information technology and services industry
- Skilled in Cloud Computing, Microsoft Word, Microsoft PowerPoint, Google Search, and Procure-to-Pay

WORK EXPERIENCE

Tek-Experts

September 2019 — Present

Technical Support Engineer office 365

- Microsoft Office 365 Deployment and Administration
- Exchange Online
- Exchange Hybrid Environment
- Active Directory and Azure Active Directory
- SharePoint Online
- Teams and Skype for Business (Area of specialization)
- Microsoft Office 365 Licensing and Subscription
- OneDrive Personal and OneDrive for Business
- OneNote
- Outlook
- Microsoft Teams EdU

LafargeHolcim

April 2018 — September 2019

Sap P2P Support

- Raising purchase requisitions using SAP, working with approvers to ensure PO's are released in a timely manner and within the agreed timeframes.
- Accurate maintenance of P2P Team records; produce regular reports using SAP on requisitions raised quarterly, PR to PO conversion rate and presenting at Team meetings
- Ensure that invoices are processed quickly and efficiently and working with Accounts payable/Finance to resolve any queries as required to ensure that the Credit Rating for business is not impacted by late payment of invoices
- Maintain and support improvement of the 'Purchase to Pay' process, policies and procedures in collaboration with key stakeholders (e.g. Finance, IT Asset Management)

Tranter IT International

June 2016 — April 2018

Helpdesk Support Specialist

- Served as the first point of contact for over 400 employees for all IT related issues and service requests through the use of phones, self-service, email, and Live Chat
- Provided technical support for corporate users which includes setting up computers, passwords, rights and responsibilities using Active Directory (Computers and Users)
- Created tickets in SERVICENOW ticketing system and followed up on tickets to provide resolutions for end users

- Provided Active Directory application support, password resets, and end-user login issues
- Resolved technical issues for users with remote support strategies VNC, team viewer and Bomgar

QUALIFICATIONS

Microsoft certified
Professional
(Windows Server 2012)

EDUCATION

Computer Engineering
Olabisi Onabanjo University

2010 — 2014

REFERENCES

References available upon request.