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www.linkedin.com/company/inscriptible-consultancy/
(Company)

www.upwork.com/freelancers/~0112c2982bcc253bfa (Portfolio)

Top Skills

Technical Support

Customer Satisfaction

Project Management

Certifications

Microsoft 365 Certified: Teams
Administrator Associate

G Suite Administrator Fundamentals

Tobi Alabi

Technical Project Manager

Lagos State, Nigeria

Summary

More than 10 years' experience in the information technology industry across technical support, customer relation, system Integration, application management with strong researching, problem solving and communication skills.

I have adaptability to work independently and part of a robust team, bringing in experts when needed, passion for technology and learning, exposure with cloud technologies and interest in training.

Ability to communicate and interact effectively, in a professional manner with technical and non-technical staff (both verbal & written), quickly adapt to technology and/or application changes for effective business delivery.

Experience

Inscriptible

Technical Project Manager

November 2013 - Present (10 years 8 months)

I play a crucial role in managing technology-based projects to ensure the proposed deployment adheres to the timeline, budget, and scope. My duties include advising clients on technology solutions, designing and implementing technology systems, managing client relationships and technology performance, identifying and evaluating new technologies, conducting training and troubleshooting issues, etc.

<https://www.linkedin.com/company/inscriptible-consultancy/?viewAsMember=true>

Google

Technical Support Associate

July 2023 - March 2024 (9 months)

I play a crucial role in ensuring positive customer interactions with the Google Business Profile platform by listening to customers, handling complaints, explaining services or products, ensuring customer satisfaction, and referring customers to specialized support. I have skills such as teamwork, effective communication, efficient organization, assessment of customer needs, feature recommendations, and problem-solving with a positive attitude to ensure a better customer experience.

<https://portal.belimitless-app.io/expert-web-app/index.html#/dashboard>

Microsoft

Technical Support Specialist

July 2020 - March 2023 (2 years 9 months)

I play a crucial role in assisting customers with technical issues related to Microsoft 365 Personal products and services by handling customer technical support cases, updating the internal reference wiki, evaluating system compatibility, improving existing products by educating customers on available updates, explaining system functionality, and maintaining customer confidence by keeping their information confidential. I have skills in communication, problem-solving, and technical expertise.

<https://www.upwork.com/freelancers/~0112c2982bcc253bfa?viewMode=1>

Tek Experts

Technical Support Engineer

May 2019 - April 2020 (1 year)

I play a crucial role in providing technical assistance to customers using Microsoft 365 Business products and services like Exchange Online, Microsoft Teams, SharePoint, Azure Active Directory, etc. by taking ownership of customer issues reported and seeing problems through to resolution using different troubleshooting techniques including accounts verification and tenant configuration. However, if an issue remains unresolved, I must escalate it to the appropriate internal teams to ensure timely resolutions and customer satisfaction.

<https://ynvgroup.jibeapply.com/tek-experts/jobs/5038?lang=en-us>

Education

University of Abuja

Bachelor of Science - BS, Computer Science · (January 2005 - December 2010)

National Open University of Nigeria

Postgraduate Degree, Education · (January 2016 - December 2017)