

Contact

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Certifications

Microsoft 365 Certified: Teams
Administrator Associate
G Suite Administrator Fundamentals

Tobi Alabi

Technical Support Associate
Lagos State, Nigeria

Summary

I am an enthusiastic, reliable, and hardworking individual with years of experience giving professional, efficient, high-quality services to various companies.

I'm skilled in communicating with clients over the phone, email, and chat. I'm eager to learn to use any new tools that get the job done well. I meet deadlines and don't make promises I can't keep. I'm a team player but can steer the ship alone.

I look forward to working with you in providing excellent service and anything else you may need help with!

Experience

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.

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.

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.

Education

University of Abuja

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