

Abraham Awoleye

Support Engineer | Service Operations Engineer

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PROFILE

Operationally focused Support Engineer with 3+ years of experience supporting live production environments, troubleshooting cross-stack technical issues, and maintaining cloud-based systems. Experienced in incident triage, workflow automation, system security, and remote technical support across distributed teams. Proven ability to take ownership of issues end-to-end, coordinate with cross-functional teams, and implement preventive improvements to enhance system reliability and performance. Strong background in cloud platforms (Azure, AWS), automation systems, and documentation for operational excellence.

WORK EXPERIENCE

Information Technology Officer / Executive Assistant to The Managing Partner

The Law Crest LLP

2023 – present

Lagos, Nigeria

- Improved system reliability by proactively monitoring and resolving production issues, reducing operational disruptions across the firm.
- Reduced incident resolution time by standardizing troubleshooting workflows and implementing structured documentation practices.
- Strengthened business continuity by implementing secure backup and disaster recovery processes, minimizing risk of data loss.
- Enhanced internal communication efficiency by optimizing email, VoIP, and collaboration platforms across teams.
- Reduced security vulnerabilities through routine assessments, cybersecurity checks, and enforcement of IT policies.
- Enabled seamless remote operations by providing technical support to distributed teams and branch offices.
- Improved vendor response efficiency by coordinating escalations and ensuring faster issue resolution during system failures or upgrades.

Technical Support Engineer for Microsoft Users

Tek Experts

2022 – 2023

Victoria Island, Lagos,
Nigeria

- Supported live enterprise Windows environments and Microsoft cloud services (Azure).
- Diagnosed and resolved OS, application, and connectivity issues across distributed systems.
- Analyzed hardware/software configurations to optimize system performance.
- Provided structured troubleshooting for remote users across multiple time zones.
- Documented issue patterns and recommended preventive improvements.
- Worked within SLA-driven support environments, ensuring timely resolution of escalations.

Website Management Officer

Freelance

2019

Lagos, Nigeria

- Handled visitor interactions, incorporating both private emails and comments submitted on the site.
- Deployed advanced plug-ins and extensions to increase website user-friendliness and interactivity.
- Crafted engaging content for blog and SEO strategies to boost website traffic.
- Modified website as per client specifications to incorporate new features and content.

Automation Specialist

Freelance (Fiverr)

2023

- Designed and implemented automated workflows using Zapier and Make.com, reducing manual operational workload by up to 40%.
- Integrated CRM platforms (Monday.com, Zoho, Google Workspace) with business systems to streamline operational processes.
- Built no-code workflow systems to improve data consistency and operational scalability.

- Developed user documentation and training materials for workflow adoption and support.

EDUCATION

HND, Mechanical Engineering

Yaba College of Technology

2017 – 2019

Yaba, Lagos, Nigeria

OND, Mechanical Engineering

Yaba College of Technology

2014 – 2016

Yaba, Lagos, Nigeria

SSCE

Iju Senior Grammar School

2009 – 2014

Obawole, Lagos,
Nigeria

SKILLS

Systems Administration
(Windows Server, Azure,
AWS)



IT Support &
Troubleshooting
(Hardware, Software,
Network)



Networking (LAN/WAN,
VPN, DNS, DHCP)



Web Development &
Administration (HTML,
CSS, JavaScript, PHP,
WordPress)



Basic Scripting
Knowledge



JavaScript
(Foundational)



Cloud Infrastructure
Management (AWS,
Microsoft Azure, Google
Cloud)



Automation (Zapier,
Make.com, No-code
Tools)



Security Management
(Backup, Access Control,
Patch Management)



Technical
Documentation &
Reporting



Exposure to automation
logic systems



CERTIFICATES

Google IT Support Professional Certificate

Systems Administrator, Network
Security etc

Introduction to DevOps Certificate

Issued by IBM

Jobberman Soft-skills Certificate

Introduction to JavaScript (IBM)

Issued by Coursera

Microsoft Azure Fundamentals (AZ-900)

NYSC certificate

AWS Certified Cloud Computing

ALX Virtual Assistant Certificate