

ABRAHAM AWOLEYE TOBILOBA

IT Support & Multimedia Officer | Systems & Cloud Operations | Automation Specialist

Lagos, Nigeria | awoleyeabrahamseyi@gmail.com | 08118244595 | LinkedIn: [Abraham Awoleye](#)

PROFESSIONAL SUMMARY

IT Support and Service Operations professional with 3+ years of experience keeping enterprise systems secure, reliable and well documented. Currently IT Support & Multimedia Officer at the Nigerian Insurers Association, covering first-line support, network and system administration, website and CMS management, digital content, publications and audio-visual support. Background includes reducing incident resolution times, automating manual workflows by up to 40%, and strengthening security across cloud-first environments (Azure, AWS). Comfortable working across IT and communications teams, with a practical mix of infrastructure, web and creative skills.

EDUCATION

Higher National Diploma (HND), Mechanical Engineering	Yaba College of Technology, 2017 – 2019
Ordinary National Diploma (OND), Mechanical Engineering	Yaba College of Technology, 2014 – 2016

PROFESSIONAL EXPERIENCE

IT Support & Multimedia Officer | Nigerian Insurers Association (NIA) *August 2026 – Present*
Lagos, Nigeria

- Deliver first-line technical support to Secretariat staff, troubleshooting hardware, software and network issues and responding to requests within agreed service timelines.
- Support system and network administration, routine backups and backup verification, and the integrity of the Secretariat's databank.
- Manage, update and secure the Association's website and portals, administering the CMS and applying basic SEO so content is accurate, discoverable and on brand.
- Monitor and report on website, social media and campaign performance, tracking traffic, reach, engagement, audience growth and video views, and keep an organised archive of digital assets.
- Create graphics, infographics, banners, flyers, short-form videos and other visual materials for campaigns, events and social media, and support content scheduling.
- Design and produce the Association's quarterly publication, The LENS.
- Provide technical and multimedia support for virtual meetings, live streaming, webinars, the Association's podcast and audio-visual operations, and keep IT and media equipment event-ready.
- Assist with system analysis, software testing and user acceptance testing, and work with internal teams and external providers to deliver digital materials on time.

IT Officer & Executive Technical Advisor | The Law Crest LLP *May 2023 – August 2026*
Lagos, Nigeria

- Achieved near-zero unplanned downtime through proactive monitoring, alert configuration and scheduled maintenance, cutting operational disruptions by an estimated 65% in the first six months.
- Reduced average incident resolution time by 50% by designing standard troubleshooting playbooks and structured escalation documentation.
- Built and enforced a multi-layered backup and disaster recovery framework, bringing the recovery point objective to under 15 minutes.
- Improved internal communication reliability by 70% by overhauling email, VoIP and collaboration platforms and optimising mail routing rules.
- Reduced the firm's security vulnerability surface by 80% through quarterly assessments, access control audits and patch management, with zero reportable security incidents.
- Enabled hybrid and remote work across branch offices by deploying and supporting VPN, remote desktop and cloud collaboration tools.
- Improved vendor SLA compliance by 45% with a structured escalation and vendor tracking system.

Technical Support Engineer, Microsoft Enterprise | Tek Experts

March 2022 – May 2023

Victoria Island, Lagos, Nigeria

- Maintained a 95%+ CSAT target by delivering SLA-driven support for enterprise Windows environments and Microsoft Azure services across multiple time zones.
- Reduced repeat incidents by 30% by identifying recurring OS, application and connectivity failures and documenting root-cause analyses with preventive fixes.
- Helped clients gain up to 25% more efficiency from existing infrastructure through structured configuration audits.
- Supported enterprise users across three continents with consistent response quality.
- Authored issue resolution guides adopted by the support team, reducing average handle time for common escalations by 20%.

Automation & Workflow Specialist | Freelance (Fiverr & Direct Clients)

2023

Remote

- Eliminated up to 40% of manual workload for multiple clients by building automated workflows with Zapier and Make.com.
- Integrated CRM tools (Monday.com, Zoho, Google Workspace) with business operations, cutting data entry errors by over 60%.
- Delivered no-code automation systems with documentation and training so non-technical staff could manage workflows themselves.

Website Management & Digital Operations Officer | Freelance

2019

Lagos, Nigeria

- Increased organic website traffic by 35% through SEO content, plugin deployments and performance optimisation.
- Improved user engagement by 50% by adding interactive plugins and redesigning navigation based on visitor behaviour analytics.
- Delivered custom feature enhancements on time, with a 100% client satisfaction rate.

CORE COMPETENCIES

Support & Operations: First-line and enterprise IT support, incident documentation, SLA-driven support, backup and recovery, vendor management

Cloud & Infrastructure: Microsoft Azure (AZ-900), AWS, Google Cloud Platform, Azure Active Directory

Systems & Networking: Windows Server administration, LAN/WAN and VPN, DNS and DHCP, IT security and patch management

Web, Content & Media: WordPress and CMS administration, SEO, web and social analytics, graphics and short-form video, publication design, live streaming and podcast support

Automation & Development: Zapier, Make.com, no-code workflow design, JavaScript (foundational)

Tools & Platforms: Monday.com, Zoho CRM, Google Workspace

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Google IT Support Professional Certificate	Google / Coursera
Microsoft Azure Fundamentals (AZ-900)	Microsoft
AWS Certified Cloud Computing	Amazon Web Services
Introduction to DevOps	IBM / Coursera
Introduction to JavaScript	IBM / Coursera
ALX Virtual Assistant Certificate	ALX Africa
Jobberman Soft Skills Certificate	Jobberman
NYSC Certificate	National Youth Service Corps