Bolaji Bankole

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PROFESSIONAL SUMMARY

Accomplished Technical Support Specialist with over 5 years of experience in delivering high-quality support in help desk and customer service environments. Proficient in Salesforce for case management and troubleshooting, with extensive experience in Office 365 deployment and administration. Strong background in cloud engineering, server management, and system administration, including SC Server, Public Login, and Sentinel for enhanced security and user management. Demonstrated ability to streamline processes and enhance decision-making through effective technical solutions. Eager to contribute expertise in a dynamic role that fosters professional growth.

PROFESSIONAL EXPERIENCE

Cloud Engineer

Rackspace Technology - Dallas, TX

February 2021 – Present

- Spearheaded the incident management process, ensuring optimal coverage and response times for IT Service Desk ticket queues.
- Configured and managed user accounts in Active Directory and Microsoft Exchange, providing critical support for system administration tasks.
- Leveraged Salesforce for effective case tracking and resolution, fostering timely communication and updates with stakeholders.
- Utilized SC Server for secure content management, ensuring data integrity and accessibility.
- Implemented Public Login solutions to enhance user experience and streamline authentication processes.
- Managed Sentinel security systems to monitor and protect critical infrastructure from threats.
- Addressed inbound technical inquiries while maintaining a strong focus on customer satisfaction and performance metrics.

issues, including mail flow and user access.

- Conducted system monitoring and troubleshooting in Azure environments, employing SCCM for Windows Server update management.
- Led security compliance initiatives, performing regular audits and mitigating threats, including malware and ransomware.

Technical Support Specialist

Simpu - New York, NY

January 2018 – January 2020

- Diagnosed and resolved a wide range of hardware, software, and connectivity issues within a Windows 10 environment, delivering Level 1 support through multiple channels.
- Implemented Salesforce for efficient case management, improving workflow efficiency and documentation accuracy.
- Developed automated processes for mailbox creation, reducing onboarding time by 50% and enhancing team productivity.
- Managed user support through Zendesk, ensuring efficient ticket handling and customer communication.
- Successfully managed the migration of over 100 users to Office 365, utilizing PowerShell for mailbox migration and user account management.
- Provided comprehensive support for corporate applications and created self-help documentation to empower users.

Help Desk Support

Enhance IT - Atlanta, GA

May 2017 – December 2017

- Responded promptly to high-volume inbound calls, resolving technical issues across diverse operating systems, including Windows, Mac, and Linux.
- Collaborated with cross-functional teams to escalate high-priority issues, ensuring rapid resolution and minimal downtime.
- Delivered exceptional end-user troubleshooting support, utilizing strong communication skills to explain complex technical concepts.
- Managed the setup and configuration of hardware, including desktops and mobile devices, for over 80 employees.

B.A. in Information Technology

Lagos State University - Lagos, NG | 2016

TECHNICAL SKILLS

- Technical Support & Troubleshooting
- Salesforce Case Management
- Office 365 Deployment & Administration
- SC Server & Sentinel Security Solutions
- Public Login Implementation
- Windows & Linux Server Management
- Active Directory & Microsoft Exchange Administration
- Microsoft Office 365 & Azure
- Remote Access Technology & VPN Solutions
- Team Leadership & Customer Service Excellence
- PowerShell Scripting & Automation
- Zendesk Ticketing System
- Security Compliance & Risk Management
- Documentation & Knowledge Base Development

CERTIFICATIONS

- CompTIA Security+
- Microsoft 365 - MS 900
- Google Analytics
- Google Technical Support Fundamentals