

Abidemi Adeola Ade-Ibijola

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Professional Summary

Dedicated Customer Support Analyst with over 3 years of experience in providing exceptional service and technical support in IT environments. Proficient in Microsoft Office Suite and committed to first-contact resolution. Adept at escalating complex issues and collaborating with teams to ensure customer satisfaction. Pursuing a Master's degree in Health and Social Care to further enhance understanding of client needs.

Education

Master of Science (In-View) – Health and Social Care, University of
Wolverhampton, UK (2023 – Date)

Bachelor of Education (Hons) – Social Studies, Ekiti State University, Ado
Ekiti, Nigeria (2012 – 2018)

Professional Experience

Customer Support Analyst (Volunteer)

Ekiti State Hospital Management Board, Nigeria Nov 2018 - Sept 2023

- Addressed incoming inquiries, escalating complex technical issues to the 2nd Line Support team.
 - Maintained high customer satisfaction, achieving positive feedback and meeting SLAs.
 - Assisted in user acceptance testing and contributed to the knowledge base.
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Skills & Abilities

- Excellent communication and interpersonal skills.
- Proficient in Microsoft Office tools.
- Strong problem-solving and analytical skills.
- Ability to work in a team-oriented environment.
- Committed to continuous learning and skill development.

Interests

- Volunteering for community service.
 - Reading and writing.
 - Traveling.
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References

Available on request.