

# LASISI FUADEEN AKINDEJI

## PROFESSIONAL SUMMARY

A highly competent and enthusiastic IT professional with experience in technical support, software engineering, and graphic design. Skilled in working as part of a team in busy industrial and professional environments, with the aim of making an impact and helping achieve organizational goals. A lifelong learner passionate about acquiring new knowledge, developing strategies, and optimizing business processes. Highly innovative and resilient in providing solutions to complex technical problems, including leveraging AI-powered development tools to enhance productivity.

## CORE QUALIFICATIONS

- **Technical Support:** Desktop support, Server support, End user support, Windows Troubleshooting, Networking
- **Microsoft Technologies:** M365, Azure AD, Intune, PowerShell, SharePoint, Exchange, Teams, OneDrive
- **Software Development:** JavaScript, HTML, CSS, Reactjs, Nextjs, C#, ASP.NET, SQL, Git
- **AI Tools & IDEs:** GitHub Copilot, Cursor, Winsurf, Tabnine, Visual Studio IntelliCode
- **Other Skills:** CRM, Strategic planning, Product Management, UNIX Infrastructure support, Graphic Design, Automation

## PROFESSIONAL EXPERIENCE

### TECHNICAL SOLUTIONS ENGINEER

**LeoPhoenix.Tech, Canada/USA (Remote) | March 2021 - Present**

- Provide advanced troubleshooting for Microsoft 365 services including Teams, Exchange, SharePoint, and OneDrive for corporate clients
- Manage Azure AD and Intune deployments, implementing security best practices and user access controls
- Develop and execute PowerShell scripts to automate routine administrative tasks, improving operational efficiency
- Leverage AI tools like GitHub Copilot and Cursor to accelerate troubleshooting and solution development
- Serve as escalation point for critical technical issues requiring executive-level attention
- Generate comprehensive weekly performance analytics and proactively suggest process improvements
- Maintain service availability and coordinate cross-team communication during service disruptions

## FULL-STACK SOLUTIONS ENGINEER

**ZenAdmin, Germany (Remote)** | *December 2020 - May 2021*

- Resolved complex Office 365 incidents across EMEA region, maintaining 95% KPI and earning recognition as an outstanding TSE
- Utilized JavaScript, React, and Next.js to develop and enhance company platform interfaces
- Implemented responsive design principles using HTML5 and CSS to improve cross-device compatibility
- Integrated AI-assisted code generation tools to streamline development workflows and improve code quality
- Applied strategic planning methodologies to prioritize and resolve an average of 4 critical incidents daily
- Provided technical mentorship and escalation support to junior support engineers

## INFORMATION TECHNOLOGY CONSULTANT

**Farmers Barn, Nigeria (Hybrid)** | *March 2019 - August 2020*

- Developed and implemented customized IT solutions to improve operational efficiency
- Managed end-to-end project lifecycles, including defining scope, creating timelines, and ensuring on-time delivery
- Conducted risk assessments and implemented compliance measures for GDPR, HIPAA, and PCI DSS
- Contributed to business development by identifying new clients and building stakeholder relationships
- Implemented AI-powered development environments to enhance team productivity and code quality

## TECHNICAL SUPPORT & GRAPHIC DESIGNER

**Waily Press, Nigeria (Onsite)** | *August 2017 - June 2019*

- Provided technical assistance and troubleshooting support via multiple channels
- Documented and tracked support tickets, maintaining accurate records
- Designed high-quality graphic materials including logos, brochures, and digital assets
- Collaborated with clients to understand requirements and incorporate feedback

## SOFTWARE ENGINEER

**Data Pro Poix, Victoria Island** | *September 2016 - January 2018*

- Developed and maintained software applications using JavaScript, C#, .NET, ASP.NET MVC
- Utilized version control systems to manage code repositories and facilitate team collaboration
- Integrated third-party APIs to enhance functionality and streamline development

- Debugged software defects and implemented effective solutions
- Stayed current with emerging technologies and industry best practices
- Pioneered the adoption of early AI code completion tools to boost development efficiency

## **EDUCATION**

**BSc (Hons), Computer Science and Information Technology** | *2012 - 2016*  
University of Lagos

**Software and Networking** | *2010 - 2012*  
National Institute of Information Technology (NIIT)

## **REFERENCES**

Available upon request