

ABDUL 'LEKAN

United Kingdom | Herbdul94@gmail.com

Summary

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Offers excellent technical abilities with hardware, software and applications, ability to handle challenging work, and excellent time management skills.

Skills & Expertise

- Troubleshooting Expertise
- Teamwork Oriented
- Strong Problem-Solving Abilities
- Friendly, Positive Attitude
- Customer-Centric Mindset
- Networking And Collaboration
- Excellent Communication & Interpersonal Skills
- Adaptability
- Attention To Detail
- Patience

Professional Experience

Dynamic CCTV (*Middlesbrough, United Kingdom*)

April 2024 – Till Date

Web Master & Technical Sales Account Executive (TSAE)

- Creates and maintains internal and external websites in collaboration with web developers.
- Reviews web content, links, and design; provides necessary updates and enhancements in a timely manner.
- Implements appropriate security measures such as firewalls or message encryption.
- Manages internet and/or intranet infrastructure including but not limited to web, file transfer protocol (FTP), mail servers, and news.
- Identifies useful site performance metrics; collects, tracks, records, compiles, analyzes, and reports site usage data.
- Conducts user testing and use analysis to assess usability and effectiveness of site; recommends improvements based on analysis.
- Discusses, analyses, reviews, and resolves usability issues in conjunction with development teams.
- Facilitate the relationship between Dynamic Tech and customers company, assisting customers in reaching their sales goals while simultaneously growing their channel partner network.
- Understand customer and business needs to cross-sell and up-sell the company's products.
- Coordinate with other company personnel such as the support team and management team to deliver and meet customer/ partner expectations.
- Access, clarify and validate partner needs and performances at regular intervals and maintain a high partner satisfaction rate
- Coordinate with other sales channels to avoid any potential conflicts.
- Coordinate with partner sales personnel and maximize sales.

Dynamic CCTV (*Middlesbrough, United Kingdom*)

July 2023 – April 2024

Technical Sales Executive

- Build strong customer relationships to ensure they are satisfied and long-lasting customers
- Receive feedback and work on it to resolve issues
- Assist with processing customers' orders and ensuring orders are delivered as when due and determining schedule for pricing, quotes and promotions
- Pursue new business opportunities
- Handled customer service issues by providing guidance or escalating for advanced support.
- Assist customers with various types of technical issues via email, live chat and telephone.
- Served as first point of contact for incoming technical service calls and emails.
- Demonstrated advanced product knowledge to solve customer issues.
- Developed and maintained strong relations with customers to meet quality expectations.

Pebbles Digitals (*FCT Abuja, Nigeria*)

June 2021 – July 2022

Technical Support Representative

- Maintain and develop relationships with existing & new customers in person and via telephone calls and emails.
- Listen to customer requirements and present appropriately to make a sale.
- Respond quickly to incoming and outgoing email and phone enquiries.
- Act as a contact between the company and its existing and potential markets.
- Learn and sell company products.
- Offering technical solutions to customers.
- Supporting and training to other members of the sales team by developing their product knowledge.

Solomon Kesinton Agro-Allied Limited (*Ogun, Nigeria*)

December 2018 – June 2021

IT Support & Technical Security Engineer (Installer of CCTV, Access Control & Alarms)

- Engaged in troubleshooting procedures in newly- and previously-installed security systems and applying technical expertise to resolve performance issues.
- Kept current on changes and developments on industry best practice and relevant technological advances to maintain optimal system operation and advise employer on latest developments.
- Designed/Developed and maintained the company's website as well as creating content for online and offline promotions, ads and maintain the company's online presence
- Assisted in the installations and maintains of computers.

REDOXCORP (United Redox Global Links Limited) (*Lagos, Nigeria*)

December 2019 – August 2020

Lead Front-End Developer (Hybrid-Staff)

- Led the development team that build and maintain customers website
- Maintained the company's web server
- Oversee the entire computational operation of the company
- Contributed to the Digital marketing team

Education

Teesside University – Middlesbrough, United Kingdom | *Master of Science*
Cyber Security, May 2024.

Lead City University – Ibadan, Nigeria | Post Graduate Diploma
Computer Information Science, December 2019.

Professional Membership

Certified Technical Security Professional (CTSP)
Member

In-View

BCS, The Chartered Institute for IT
Member

2023 – Till Date

Chartered Institute of Information Security (CIISec)
Member

2023 – Till Date

Professional Sales Association
Member

2023 – Till Date

Information Systems Audit and Control Association (ISACA)
Member

2023 – Till Date

Nigeria Computer Society (NCS)
Membership Number: 11777

2020 – Till Date

Professional Certifications

ITIL
ITIL® Certificate in IT Service Management

In-View

CISCO
Cisco Certified Support Technician (CCST) Networking

In-View

RUIJIE
Ruijie Specialist Engineer

2024 – Till Date

HIKVISION
Hikvision Certified Security Associate (HCSA)

2023 – Till Date

Hobbies & Interest

- *DIY projects*
- *Drone Piloting (Authorised Drone Pilot - UK Civil Aviation Authority)*
- *Endurance & Extreme adventure sports*
- *Motorcycle Riding*
- *Martial Art for Self-defence {Jiu jitsu, Taekwondo & Boxing}*

Reference - Available on Request