

RUKAYAT IDRISU ALIYU

Senior IT Customer Support Specialist

SUMMARY

- Experienced in first-line IT support using Microsoft 365, HubSpot, and Freshdesk for efficient issue resolution.
- Skilled in technical documentation, training material development, and user onboarding.
- Proficient with communication tools: Microsoft Teams, Slack, Google Meet.
- Certified Project Management Professional (PMP) and HR Management Professional (HRMP).
- Strong background in ICT Operations and administrative coordination with proven multitasking ability.

TECHNICAL SKILLS

Main Technical Skills	Office 365 (1 yr.), HubSpot (1 yr.), FreshDesk (1 yr.), Microsoft Teams (1 yr.), Slack (1 yr.)
UI Frameworks, Libraries, and Browsers	Material UI
Azure Cloud Services	Azure Cloud Functions
Collaboration, Task & Issue Tracking	FreshDesk (1 yr.), Microsoft Teams (1 yr.), Slack (1 yr.)
Platforms	HubSpot (1 yr.)
iOS Libraries and Tools	MDM
Third Party Tools / IDEs / SDK / Services	Office 365 (1 yr.)
Project Management & Administration	Technical Documentation
Other Technical Skills	Multitasking

WORK EXPERIENCE

IT Support Intern - Digital Witch Community (IT Support Services)

Duration: Jul 2026 – Present

Summary:

- Providing first-line remote IT support to users, resolving issues and requests via CRM and ticketing tools



- Supporting communication and collaboration platforms to ensure smooth virtual meetings and user interactions

Responsibilities:

- Provide first-line remote IT support, resolving user issues and requests via CRM/ticketing tools including HubSpot and Freshdesk.
- Support users across Microsoft Teams, Slack, and Google Meet for day-to-day communication and virtual meetings.
- Assist with tracking and documenting support requests to ensure timely resolution and accurate records.

Technologies: Microsoft 365 Suite (Word, Excel, PowerPoint, Outlook, Teams), HubSpot, Freshdesk, Microsoft Teams, Slack, Google Meet, Google Drive, Google Sheets, Google Forms

Sales Representative - LULU Lingerie, FESTAC Lagos (Customer Service and Sales)

Duration: Jul 2025 – Nov 2025

Summary: Acted as the first point of contact for customers in a retail environment, providing product information and support, managing inventory and transactions efficiently under pressure.

Responsibilities:

- Acted as first point of contact for customers, resolving product questions and concerns promptly and professionally.
- Guided customers through options with clear, patient, step-by-step explanations, adapting communication style to each person's needs.
- Managed stock organization, inventory monitoring, and accurate transaction processing under time pressure.

Administrative Assistance - Living Spring School, Obajana (Financial Management)

Duration: Jun 2024 – Jun 2025

Summary: Combined administrative responsibilities with financial management duties at a school, managing school finances to support educational and operational goals.

Responsibilities:

- Provided one-on-one mentorship and academic support to students.
- Managed school financial records, budgeting, and daily transactions using Microsoft Excel.
- Balanced multiple responsibilities across finance and teaching, demonstrating strong organizational and multitasking skills.

Technologies: Microsoft Excel

Secretary - Skeenriel Enterprise, Lagos (Administrative and Technical Support)

Duration: Aug 2022 – Jun 2024



Summary: Provided comprehensive administrative and technical support to ensure smooth office operations, including schedule management, correspondence, and documentation.

Responsibilities:

- Provided day-to-day administrative and technical support to ensure smooth office operations.
- Managed schedules, meetings, and correspondence, coordinating communications.
- Maintained accurate documentation and organized digital and physical filing systems.
- Responded to customer and staff inquiries, resolving issues efficiently and escalating where necessary.

Technologies: Microsoft Outlook, Microsoft Teams

EDUCATION

- **B.Sc. Economics**
Second Class Lower Division
Until 2022
- **Certificate in ICT Operations**
Upper Credit
Until 2020

CERTIFICATION

- **Certified Project Management Professional (PMP)**
2025
- **Certified Human Resources Management Professional (HRMP)**
2025
- **Certificate of Membership – ICBMD**
2025
- **NYSC Certificate of National Service**
2025

