

ADOLPHUS PRECIOUS OLUCHI

Customer-focused Technical Support Engineer and Power Platform Developer

✉ adolphusp23@gmail.com ☎ +234 903 474 4090 📍 Lagos, Nigeria

PROFESSIONAL SUMMARY

Customer-focused Technical Support Engineer and Power Platform Developer with hands-on experience in Microsoft 365, Active Directory, and Power Apps development. Skilled in resolving technical issues, managing user accounts, automating workflows, and delivering training. Passionate about using technology to improve business efficiency.

PROFESSIONAL EXPERIENCE

CWG PLC

System Administrator / Power Platform Developer

Present
Lagos, Nigeria

- Managed user accounts (create/disable/unlock) via Active Directory.
- Developed and deployed Power Apps to automate workflows.
- Provided Tier 1 & 2 support for Microsoft 365 users.
- Trained 100+ employees on Power Apps and Power Automate.
- Maintained SharePoint Lists for internal tracking.
- Collaborated cross-functionally to troubleshoot issues.

Solidarités International

Data Collector

01/2022 – 12/2022
Maiduguri, Nigeria

- Conducted community surveys and humanitarian data collection.
- Ensured accurate data entry aligned with standards.

EDUCATION

Federal University Dutsinma (FUDMA)

B.Sc. Mathematics

2018 – 2023
Katsina, Nigeria

TECHNICAL SKILLS

Platforms/Tools

Microsoft 365, Active Directory, SharePoint Online, Exchange Online, Teams, OneDrive

Productivity

Microsoft Office Suite, Excel, Google Docs

Power Platform

Power Apps, Power Automate

Core Skills

Troubleshooting, App Development, Workflow Automation, Tech Support, Account Management, Customer Service

OS

Windows 10/11

CERTIFICATIONS & TRAINING

Facilitator - Power Apps

Kickstart: A Beginner's

Introduction

Led a beginner class on June 7, 2025, with 200+ participants.

Covered app creation, data connections, UI design, and app publishing in Power Apps.

INTERNSHIP EXPERIENCE

Intern - Literacy Department

04/2022 – 10/2022

Dialogue Computers

Katsina, Nigeria

- Supported digital literacy training programs.
- Offered hands-on support for Microsoft tools and Windows OS.

RESEARCH EXPERIENCE

Undergraduate Research Assistant

03/2023 – 08/2023

Federal University Dutsinma (FUDMA)

- Modeled infectious disease spread using mathematical/statistical techniques.
- Conducted data analysis for academic/public health research.

SOFT SKILLS

- | | |
|----------------------------------|----------------------|
| • Verbal & written communication | • Team collaboration |
| • Time management | • Customer support |
| • Problem-solving | • Critical thinking |