

MICHAEL EKPENYONG O.



Microsoft 365 Technical Lead | Exchange Online SME | Critical Incident & Customer Success Executive



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EDUCATION

MIT/Information Technology

Miva Open University/Abuja
2026 (In View)

Bsc./Computer Science

Nexus Int. University/Uganda
2025

HND/Computer Science

Federal Polytechnic /Nekede Owerri
2028

EXPERTISE

Hard Skills

- Microsoft 365 & Exchange Online Administration
- Python Backend Development (Flask, FastAPI).
- Linux System Operations & CLI
- API Development & Integration (Twilio, Africa's Talking, USSD)

Soft Skills

- Leadership & Team Management
- Stakeholder Communication
- Problem Solving & Incident Management
- Cross-functional Collaboration

ABOUT ME

Experienced Microsoft 365 leader with a proven record of driving operational excellence, critical incident governance, and customer success at scale. Extensive experience leading 20+ member teams across Nigeria and Rwanda, delivering high-impact support across APAC, EMEA, and AMS time zones. Combines deep technical expertise in Exchange Online and Microsoft 365, strong people leadership, and executive-level incident management, with a solid foundation in backend software engineering. Known for reducing escalations, improving customer confidence, and stabilizing complex enterprise environments.

WORK EXPERIENCE

Team Manager | Microsoft Critical Situation (CritSit/HICE)

TekKnowledge / May 2025

- Oversaw a 20+ CMET Customer Service Manager (CSM) team managing mission-critical Microsoft incidents.
- Reduced customer escalations by 80% within 6 months through disciplined triage, proactive risk identification, and escalation governance.
- Enhanced client and executive engagement, improving customer confidence during high-severity incidents.
- Led cross-functional coordination with Microsoft engineering, product, and leadership teams.
- Instituted post-incident reviews and preventive action plans, strengthening long-term service stability.

Team Manager | Customer Success Account Management

TekKnowledge / March 2024

- Led a 20+ agent Customer Success team supporting Microsoft CSAMs across enterprise accounts.
- Improved customer engagement consistency through proactive case governance and communication.
- Drove performance through coaching, KPI tracking, and structured quality reviews.
- Strengthened collaboration with Microsoft stakeholders to align technical delivery with customer success objectives.
- Improved operational efficiency by standardizing workflows and performance expectations.

Technical Lead II | Microsoft 365

Teknowledge (formerly Tek-Experts) / Sept 2022 - March 2024

- Served as Exchange Online Technical Lead in Nigeria, providing escalation oversight and technical guidance for complex enterprise cases.
- Selected to relocate to Rwanda to manage and stabilize the business, continuing in the Technical Lead role across a broader operational scope.
- Led Exchange Online support operations across multiple time zones (APAC, EMEA, AMS), ensuring continuity and service quality.
- Guided engineers on high-risk, high-complexity cases, improving resolution quality and reducing avoidable escalations.
- Supported quality assurance, mentoring, and cross-team collaboration, laying the foundation for promotion into Customer Success leadership.

Technical Support Engineer | Technical Trainer

Teknowledge (formerly Tek-Experts) / Sept 2020 - Sept 2022

- Resolved complex Level 2 Exchange Online issues for enterprise and partner customers, covering mail flow, hybrid, identity, and service reliability scenarios.
- Partnered with Microsoft engineering teams to drive root cause analysis and permanent remediation, reducing repeat incidents.
- Maintained strong SLA adherence while managing multiple concurrent enterprise cases in high-volume environments.
- Trained, onboarded, and mentored new and junior engineers, accelerating time-to-productivity and improving overall case quality.
- Acted as a technical go-to resource within the team, contributing to knowledge sharing and continuous service improvement.

Python Backend Engineer

Instant Deposit Limited | Genesis Tech Hub Enugu Golf Nigeria / Feb 2020

- Designed and developed backend services using Python (Flask, FastAPI) for scalable platforms.
- Built APIs supporting e-payment processing, transaction systems, and automated robocall solutions.
- Integrated USSD platforms using Africa's Talking Gateway and Twilio.
- Contributed to COVID-19 testing and recommendation systems during the 2020 response period.
- Collaborated with cross-functional teams to deliver production-ready, API-driven solutions.

Python Backend Engineer Intern

NHub Nigeria | Anglo Jos Plateau State Nigeria / Sept 2019

- Expert in navigating Linux (Ubuntu) for coding journeys.
- Proficient in terminal commands and exploring the marvels of the Flask framework using Python.

System Support/ Computer Instructor

Data tech West Africa Ltd, Owerri, Imo state, Nigeria / Jan 2016

- Assisted with online registration for both JAMB and the National Youth Service Corps.
- Delivered training on various computer application packages, including MS Access, Excel, Graphics, and presentations, for both children and adults.
- Supported Imo State civil servants in learning how to use computers to tackle everyday challenges like employee management and proper record keeping.
- Organized CBT classes to equip prospective JAMB candidates with essential computer skills for exam preparation.
- Aided in the establishment of a CBT center for online classes and examinations.

AWARDS

- Best Engineer M365 | Exchange Online | Tek-Experts Nigeria / 2021
- Best Performing Technical Lead | M365 | Tek-Experts Rwanda / 2024
- Outstanding Manager | CSAM | Tekknowledge Rwanda / 2025
- Best Performing Team Manager | CritSit | Teknowledge Rwanda / 2026

CERTIFICATIONS

- Graduate Member, Computer Professionals of Nigeria / 2018
- Python Programming by Meta | Coursera | IT Experience / 2022
- Version Control by Meta | Coursera | IT Experience / 2022
- Database Management by Meta | Coursera | IT Experience / 2022
- Introduction to back-end development by Meta | Coursera | IT Experience / 2022
- Microsoft 365 Outlook specialist | Microsoft / 2022
- Ai Carrer Essentials | ALX / 2024
- HNG Finalist | HNG Internship / 2024
- AWS Cloud Practioner | AWS Web Service / 2025