

# NELSON NJOKU

## CONTACT

 [Nlsnnjoku@gmail.com](mailto:Nlsnnjoku@gmail.com)

## SKILLS

- CUSTOMER SERVICE
- TECHNICAL SUPPORT
- WINDOWS SERVER
- LINUX
- JAVA
- PYTHON

## EDUCATION

Bachelor of Arts – Hame University of Applied Science |  
Computer Application  
Hameenlinna, Finland.

## PROFILES

**LinkedIn:** [https://www.linkedin.com/in/nelson-njoku-3a5ba114a?lipi=urn%3Ali%3Apage%3Ad\\_flagship3\\_profile\\_vie  
w\\_b](https://www.linkedin.com/in/nelson-njoku-3a5ba114a?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_b)

## PROFILE

I am a hardworking and passionate job seeker with strong organizational skills eager to secure a technical support role. Ready to help the team achieve company goals by leveraging my technical knowledge, communication skills, excellent time management and problem-solving skills.

## EXPERIENCE

### Technical Support

- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Served as primary point of contact for support relating to owned solutions and products.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Helped clients set up instances in the cloud and provided guidance on how to add additional security using IAM.
- Troubleshot issues and provided additional solutions to help clients optimize their cloud infrastructure.
- Setup and built windows servers, managed Domains, Active Directory and Group policies.
- Provided guidance on installing and integrating new hardware components and software to remote clients.

### Cloud

Completed the cloud resume challenge, Hosted my resume as a static website.

Created and hosted a WordPress website.

### Automation

Configuring a Mini Network and Scripting for remote systems  
Creation, Deletion of Users and Account

## CERTIFICATION

- Technical Support Fundamentals
- Operating Systems
- Python
- Windows Server Administration
- Linux System Administration

## HOBBIES

Play football, Table-tennis, Read, Travel, Sleep, Troubleshooting, Research.