

EJIKE BENJAMIN IFEANYI

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OBJECTIVES

Dedicated Computer Engineer and I.T Support with 6years of experience in software development, system integration, and hardware design. Proficient in various programming languages, including Java, JavaScript, Python, HTML and CSS. Strong analytical and problem-solving skills, with a proven track record in delivering innovative solutions and improvements to complex technical projects. Adept at collaborating with cross-functional teams and adept in agile methodologies committed to staying current with the latest industry trends and advancements.

BIO DATA.

State of Origin: Enugu State

Sex: Male

Marital Status: Single

Nationality: Nigeria.

EXPERIENCE

MARCH 2023 – OCT 2024

WEB DEVELOPER

COMPASSIONATE HEALTH

CARE SERVICES(HOSPITAL)

- Responsive Design: Ensure the website is user-friendly on all devices, including desktops, Tablets and Smartphones.
- Appointment Booking System: Develop a secure and user-friendly online appointment scheduling system.
- Data Protection: Ensure compliance with regulations like HIPPA(in the US) for handling patient data securely.
- Health Information: Provide up-to-date medical content like blogs, articles, and health tips.
- Optimize Content for search engines to make the hospital easily discoverable.
- Develop a robust backend system to handle large volumes of patient data and appointments request.
- Scalability: Design the website to handle increased traffic during emergencies or growth.
- Provide ongoing support for bug fixes, software updates, and security patches.
- Monitor user behavior to enhance website features and improve patient engagement.

AUGUST 2023 – FEB 2024

WEB DESIGNER/WEB

DEVELOPER 04BH & RIBBON

CLOTHINGS

- Product Display: Develop dynamic product galleries, zoom features, and customizable product options.
- Shopping Cart: Create a reliable and secure shopping cart system that retains items across session.
- Order Tracking: Enable customers to track their orders in real time.
- Build and maintain a secure backend to manage:
 - I. Inventory: Real-time stock updates and inventory tracking.
 - II. Orders: Processing, cancellations, and returns.
 - III. User Accounts: Secure managements of customer data and preferences.
- SSL Certifications: Ensure secure transactions with HTTPS encryption.
- CDN Integration: Use content delivery networks to ensure global access speed.
- Email Marketing: Integrate tools like Mailchimp for newsletters and promotions.
- Product Descriptions: Ensure easy updates for product details, prices, and availability.
- AI-Powered Recommendations: Use machine learning to suggest products based on user behavior.
- Set up tracking tools like **Google Analytics** or **Hotjar** to monitor:
 - I. Traffic sources and user behavior.
 - II. Conversion rates and cart abandonment.
- Cross-Browser Testing: Ensure compatibility across all major browsers (Chrome, Firefox, Safari, etc.).
- Collaborate with photographers and stylists to optimize product images and videos.
- Loyalty Programs: Develop reward systems to boost customer retention.

JAN 2021 – JUNE 2023

I.T SUPPORT ENGINEER/

COMPUTER OPERATOR

FLOUR MILLS NIGERIA(FMN)

- Installed and Configured over 20 computer hardware, software, systems network, printers, and scanners for the court.
- Responded promptly to service issues and requests according to the organizational service level agreement.
- Monitored and maintained over 20 computer systems and networks.
- Collaborated with the customer service representatives to properly deliver appropriate assistance to the customer technical issues resulting in about 60% work productivity.
- Followed standard procedures for proper escalation of unresolved issues appropriate internal teams resulting in the reduction of unresolved issues by 70%.

FEB 2018 – AUGUST 2020

I.T SUPPORT ENGINEER

COURT OF APPEAL

- **Factory IT Infrastructure:** Monitor, maintain, and repair the IT systems specific to the factory's production environment.
- **User Assistance:** Provide training and support to employees on IT systems, tools, and best practices.
- **Manufacturing Systems:** Support production software like ERP (Enterprise Resource Planning), MES (Manufacturing Execution Systems), or SCADA (Supervisory Control and Data Acquisition).
- **Backup and Recovery:** Set up and monitor backup systems to ensure data integrity and availability.
- **Access Control:** Manage user accounts and ensure proper permissions to prevent unauthorized access.
- **Automation Systems:** Assist with IT-related components of automated machines.
- **IT Inventory:** Keep track of IT assets, including hardware and software licenses.
- **Interdepartmental Coordination:** Work closely with production teams to understand their IT needs and challenges.
- **Process Optimization:** Suggest and implement IT solutions to improve production efficiency.
- **Regulatory Standards:** Ensure all IT systems comply with industry standards and regulations.

NOVEMBER 2016 – JANUARY 2018

OFFICE ASSISTANT AND I.T SUPPORT ENGINEER, GREENWICH INSURANCE COMPANY

- Maintained all office equipment such as copiers, fax machines, and first aid kit to facilitate smooth office functioning.
- Developed and managed over 200 office files and records and prepared a file storage list to enable easy access to files and documentation.
- Administered and informed about 30 team members regarding packages supplied by vendors and postal services for timely delivery.
- Supervised over 10 vendors to ensure prompt repair of equipment, maintain the building and perform HVAC adjustments or light replacements.
- Maintained records of guests visits in visitors' log and maintained office phone list to help visitors and employees in all communication resulting in about 80% work productivity.

JUNE 2015 – OCTOBER 2016

SALES MANAGER, JUMIA ONLINE MARKET PLACE

- Sourced new sales opportunities through inbound lead follow-up and outbound cold calls and emails resulting in about 40% organizational expansion.
- Provided solutions to clients' questions and concerns about products and services.
- Promoted, presented, and sold over 600 products to new and existing clients.
- Reported to the management on the needs of clients, competitive activities in the market, and also potential for new products and services resulting in about 40% business expansion.
- Kept abreast of best practices and trends in the industry, and continuously improved through feedback.

EDUCATION

NOVEMBER 2017

HND (DIPLOMA), FORTESOFT SOFTWARE(NIIT)

AUGUST 2016

SSCE (WAEC), CAIRO FAVOURED COLLEGE

2010 - 2016

HIGH SCHOOL, QUALITY FOCUS SCHOOL.

AWARDS AND ACCOMPLISHMENTS

- Best Student in PYTHON programming (NIIT).
- Leadership Certification (Quality Focus School).
- Project Management (NIIT).
- Leadership Certification (NIIT).
- Data Analysis (NIIT).

TECHNICAL SUMMARY

- Project management
- Data Analysis
- Sound and Music Production
- Design and multimedia
- Website management
- HTML and CSS
- Google Analytics
- Email Marketing
- Microsoft Office
- Javascript
- Python
- Dart & Flutter Dev.
- React Native Dev.

ACTIVITIES

- Graphic design
- Motion graphics
- Copy Writing
- Keeping Fit
- Reading
- Exploring new Genre of music
- Exploring new places.
- Spending Quality time with friends and family.

REFEREE

To be provided upon request.