
ONU CHE ATABO

Abuja, 900001 FCT | +2347043439077 | onuchevictoratabo2020@gmail.com |
WWW: linkedin.com/in/onuche-atabo-08a229229

PROFESSIONAL SUMMARY

Customer-centric Information Technology Support Specialist with experience delivering Tier 1 & Tier 2 assistance in fast-paced, cloud and SaaS environments. Skilled in service desk operations, incident triage, workflow automation, remote collaboration, and stakeholder communication across engineering, product and customer success teams. Adept with modern support stacks (Freshdesk, Jira, ClickUp, Google Workspace, Slack, TeamViewer, Postman, TMS) and committed to clear documentation, process improvement and seamless end-user experiences.

PROFESSIONAL SKILLS

- Help Desk & Service Desk Operations
 - Incident Triage & Escalation Management
 - Customer Communication & Empathy
 - SLA/OLA Adherence
 - Stakeholder Collaboration (Engineering / Product)
 - Knowledge Base & Documentation
 - Remote & On-site Support
 - Workflow Automation & Process Improvement
 - Onboarding Coordination (Merchants / Agents)
 - Problem Solving & Root Cause Analysis
-

TECHNICAL SKILLS

Freshdesk, Jira, ClickUp || Google Workspace & Microsoft 365 || TeamViewer, Zoom, MS Teams, Slack, Skype || Terminal Management System (TMS) || Postman (API testing) || Git & Git Commands || HTML, CSS, JavaScript, React (basic), TailwindCSS || Ticketing & Reporting Dashboards || Hardware & Peripheral Troubleshooting || Technical Documentation Tools & Templates

EXPERIENCE

IT Support Specialist	01/2024 to Current
Airvend Payment Solution Services Limited	FCT Abuja, Nigeria

- Provide multi-channel technical support (chat, phone, email, social platforms) for internal users, merchants, agents and API partners.
- Triage, investigate and resolve Tier 1/Tier 2 incidents; document root causes and permanent fixes.
- Administer and optimize service desk workflows using Freshdesk, Jira and ClickUp to improve ticket routing and visibility.
- Coordinate regularly with engineering to reproduce defects, validate fixes and communicate resolutions to stakeholders.

Customer Support / Clients Experience Officer (NYSC)	03/2023 to 01/2024
Airvend Payment Solution Services Limited (Formerly Callphone Limited)	

FCT Abuja, Nigeria

- Handled Tier 1 support across multiple channels, ensuring consistent user guidance and case follow-through.
- Logged, categorized and tracked tickets; provided feedback to improve customer journeys and internal processes.
- Collaborated via Slack, Jira and Zoom to coordinate responses and streamline internal communications.
- Supported TMS-based operations and user onboarding, ensuring accurate data capture and setup.

Medicinal Chemistry, Quality Control/Quality Assurance (MC, QC/QA)

08/2021 to 02/2022

National Institute For Pharmaceutical Research and Development (SIWES)

FCT Abuja, Nigeria

- Supported QC/QA procedures in alignment with laboratory SOPs.
- Assisted with analytical documentation, compliance activities and coordination of student laboratory teams.

EDUCATION AND TRAINING

B.Sc.: Chemistry (Second Class Upper Division)

01/2023

Kogi State University

Anyigba

ACHIEVEMENTS

- Achieved 95% customer satisfaction over 12 months in high-volume support.
- Streamlined support workflows to reduce ticket resolution time by 85%.
- Recognized for implemented troubleshooting guides that improved team efficiency and decreased repeat incidents.