ONUCHED ATABO

Tech & Service Operations Engineer | L1/L2 Support | Fintech Operations | Platform Reliability Engineer

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PROFESSIONAL SUMMARY

Results-driven Tech & Service Operations Engineer with 2+ years of hands on experience supporting financial technology platforms, improved service reliability, and ensured seamless operations for merchants, agents, and API partners, with Proven track record reduced ticket resolution time by 85%, achieving 90% FCR. Highly skilled in transaction monitoring, API diagnostics, incident management, root cause analysis, and escalation workflows aligned with Qore's mission of delivering secure, resilient, and scalable digital financial services. Adept at working cross-functionally with Product, Engineering, Compliance, Marketers and Customer Success to maintain operational excellence across fintech systems.

PROFESSIONAL EXPERIENCE

IT Support Engineer / Service Support Engineer
01/2024 – Present | Abuja, Nigeria

Airvend Payment Solution Services Ltd

- Supported fintech platform operations by monitoring transaction flows, payment switch behavior, API uptime, and service performance ensured high platform availability.
- Performed API validation for partners using Postman and Swagger, identified broken endpoints and reduced integration failures.
- Conducted L1/L2 investigations of transaction discrepancies, provided data-backed insights using internal dashboards. Produced clear RCA reports, incident timelines, and SOP documentation aligned with ITIL standards.
- Streamlined workflows and automated ticket processes, reduced resolution time by 85%.
- Maintained 90% first-contact resolution across chat, email, and phone support channels.
- Collaborated with senior Engineers/Product teams to resolve defects, ensured minimal user impact.
- Facilitated weekly sync meetings with API partners and internal teams to maintain communication transparency.
- Improved merchant and agent onboarding efficiency by 85% by optimized onboarding workflows.

Customer Support / Client Experience Officer
03/2023 – 01/2024 | Abuja, Nigeria

Airvend Payment Solution Services Ltd

- Handled multi-channel customer support with 90% satisfaction rate and 75% response-time improvement.
- Resolved Tier 1 & Tier 2 operational incidents, escalating critical cases with structured documentation.
- Managed TMS operations for merchant onboarding, KYC checks, and terminal maintenance.
- Provided analysis and feedback that improved customer experience and reduced friction points.

Computer/Printer Repair Apprentice   08/2021 – 02/2022 | Kogi State
AB Tech
Carried out system repairs, hardware diagnostics, network setup, and printer maintenance.

EDUCATION

Postgraduate Diploma (PGD), Computer   2025 – 01/2026
Science
University of Abuja
in view

B.Sc., Chemistry (Second Class Upper)   2019 – 2023
Kogi State University

CORE COMPETENCIES

- Service Operations Engineering
- Transaction & Settlement Monitoring
- L1/L2 Support
- ITIL/Incident Response
- Partner Support
- SLA/OLA Compliance
- Technical Communication

- Platform Monitoring & Stability
- API Troubleshooting (Swagger/Postman)
- Fintech Ops & Payment Operations
- RCA Documentation
- Escalation Management
- Process Automation
- Issue Prioritization

KEY ACHIEVEMENTS

- Achieved 85% reduction in ticket resolution time through automation and improved workflows.
- Maintained 95% customer satisfaction across high-volume fintech operations.
- Developed troubleshooting guides that reduced repeat incidents and improved team efficiency.
- Strengthened API partner support by validating endpoints and improving integration success.

CERTIFICATIONS

National Youth Service   **CompTIA A+**   **Google IT Support**
Corps (NYSC)   (In View)   (In view)
Certificate
04/2024