

Bishop Paul Elaigwu

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PROFESSIONAL OVERVIEW

Computer Systems Technician (Software Development) completing final program requirements at Mohawk College, with hands-on experience in customer support, quality assurance, and software testing. Available to work immediately and ready to contribute in a fast-paced technical environment.

SKILLS & COMPETENCIES

- Communication & Customer Support
- Problem Solving & Analytical Thinking
- Software Testing & Quality Assurance
- UX Awareness
- Technical Skills:
Programming Languages: Python, Java, C#, JavaScript, SQL, HTML, CSS
Databases: MySQL, Microsoft SQL Server
Tools & Frameworks: Git, Visual Studio, IntelliJ IDEA, MVC Architecture, Jira
Operating Systems: Windows, macOS, Linux.

EDUCATION

Diploma in Software Support – Mohawk College, Hamilton, ON | Sep 2023 – Present

- Completing final program requirements
- Strong performance in Networking, Systems Analysis, and Software Testing
- Developed excellent technical writing and project-based learning skills

Bachelor of Science (B.Sc.) in Sociology – University of Abuja, Abuja, Nigeria | 2014 – 2019

- Conducted independent research projects and analyses on social trends and community development
- Developed critical thinking, data interpretation, and analytical skills applicable to technology and human-centered design

WORK EXPERIENCE

Prompt Engineer & Data Annotator (Remote)

Outlier / *Independent Contract* / 2023 – Present

- ➔ Designed and refined prompts to improve AI response accuracy, clarity, and consistency for Outlier projects.
- ➔ Performed large-scale data annotation and labeling for text-based datasets, ensuring high-quality training inputs.
- ➔ Reviewed generated outputs for correctness, tone, bias, and adherence to project guidelines.
- ➔ Identified inconsistencies and edge cases to support ongoing quality improvements.
- ➔ Met strict deadlines while maintaining high standards in a fully remote work environment.
- ➔ Adapted quickly to evolving project requirements and review criteria.

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Afri Future Tech Summit | Advance Ontario Stouffville, ON Jan 2025 – Mar 2025

- Managed CRM and sponsor databases
- Coordinated logistics for events like G7 and Diaspora Dialogues
- Researched funding strategies and diaspora engagement

Customer Support Specialist

OnePipe – Lagos, Nigeria Oct 2021 – Dec 2023

- Supported 3,000+ users integrating fintech services using OnePipe's embedded finance APIs (payments, virtual accounts, wallets)
- Troubleshoot user issues across API integrations, system configurations, and transaction flows, escalating complex bugs to engineering
- Onboarded and trained clients on fintech tools and dashboards, enhancing service adoption and customer satisfaction
- Monitored service uptime and system updates to maintain seamless client experiences
- Documented support cases clearly, contributing to internal knowledge base and user

VOLUNTEER EXPERIENCE

Open House Volunteer

Mohawk College – Fennell Campus, Hamilton, ON / Apr 2025

- Guided prospective students and families during campus tours, providing clear information on programs, services, and student resources.
- Assisted with event coordination, ensuring smooth operations and a positive visitor experience.

Screen Printer (Part-Time)

Hamilton Sportswear – Hamilton, ON / Dec 2023 – Dec 2024

- Operated printing equipment and prepared screens for accurate branding and design execution.
- Managed ink mixing and alignment, maintaining high-quality output and consistency across projects.
- Coordinated workflow to meet deadlines and ensure production efficiency.

CERTIFICATIONS & TRAINING

- ★ WHMIS Certification – Workplace Hazardous Materials Information System
- ★ Computer Systems Technician – Mohawk College
- ★ Outlier Certified AI Trainer

REFERENCES

Available upon request