Bishop Paul Elaigwu

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LinkedIn Profile Github Profile

PROFESSIONAL OVERVIEW

Currently pursuing a Computer Systems Technician diploma at Mohawk College, with direct experience in technical support, software development, and user assistance. Proven capability in resolving IT issues across Windows and Mac platforms. Strong foundation in customer service, system troubleshooting, and technical documentation. Ready to contribute technical insight and adaptability to a dynamic workplace.

SKILLS & COMPETENCIES

- Technical Support **:-** Troubleshooting software issues, and delivering end-user support
- Programming Languages **:-** Python, Java, C#, JavaScript, SQL, HTML, CSS
- Databases **:-** MySQL, Microsoft SQL Server
- Tools & Frameworks **:-** Git, Visual Studio, IntelliJ IDEA, MVC architecture
- Operating Systems **:-** Windows, macOS, Linux
- Professional Skills **:-** Technical documentation, customer service, collaboration, time management

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

- GPA: 3. / 82 (Expected)
- Strong performance in Networking, Systems Analysis, and Software Testing
- Excellent technical writing and project-based learning

WORK EXPERIENCE
Team Member – Fundraising Project
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)
- Troubleshot 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 guides

Quality Assurance Analyst – Internship
Assurdly, Lagos, Nigeria
Mar 2021 – Dec 2022

- Tested web and mobile applications for functionality, usability, and edge-case behavior across different devices and environments
- Reviewed business and technical requirements to design relevant test cases and validate end-to-end workflows
- Logged and tracked software defects using tools like **Jira** and collaborated closely with developers to verify and retest resolved issues
- Performed **manual exploratory and regression testing**; contributed feedback on UI/UX during sprint reviews
- Drafted user stories and acceptance criteria in alignment with stakeholders' expectations

Software QA & Support Intern
Leanstack Systems – Domain & Hosting Provider, Lagos, Nigeria
Aug 2020 – Aug 2022

- Provided support for domain and shared hosting clients by testing front-end components and monitoring live service health
- Assisted the QA and development teams in validating new features, ensuring deployment stability for shared hosting environments
- Executed test cases for web-based client panels, handling ticket-based feedback resolution and support documentation
- Used **SQL** for backend data verification and performed content validation on client-facing components
- Shadowed senior developers and QA analysts, learning about CI/CD practices and the importance of test automation frameworks
- Developed strong technical troubleshooting skills through direct exposure to client issues and real-time debugging

VOLUNTEER EXPERIENCE

Open House Volunteer
Mohawk College – Fennell Campus, Hamilton, ON | Apr 2025

- Guided prospective students and families
  Provided information about campus services and academic programs

Screen Printer (Part-time)
Hamilton Sportswear – Hamilton, ON
Dec 2023 – Dec 2024

- Operated printing equipment and prepared screens
- Managed ink mixing and alignment for consistent branding

CERTIFICATIONS & TRAINING

- WHMIS Certification – Workplace Hazardous Materials Information System
- First Aid & CPR/AED – Level C (Valid: 2024–2027)
- IBM IT Support Professional Certificate – *In Progress*

REFERENCES
Available upon request.