CHIDIEBERE JOHNBOSCO NWOLISE

A11 Brick City View Estate, Kubwa, Abuja | +2348140404354 |
Email: nwolisechidiebere@gmail.com | LinkedIn: www.linkedin.com/in/nwolise

PROFESSIONAL SUMMARY

I am a versatile IT Systems Administrator with a BSc. in Computer Science and over 5 years of experience supporting IT infrastructure, ERP/CRM systems, and front-end operations. Skilled in data analytics and dashboard development using GA4, Excel, and Looker Studio to drive operational insights. Proven ability to streamline workflows, integrate email systems, and automate reporting processes across administration, banking, and HR departments. Strong collaborator with excellent problem-solving and communication skills. Passionate about innovation, continuous learning, and delivering exceptional user experiences.

CORE COMPETENCIES

- System & Network Administration
- Technical Support & Troubleshooting
- User Account & Access Management (POP & IMAP Email Integration,)
- Data Backup & Disaster Recovery
- IT Security & Compliance
- Automation & Scripting (PowerShell, Google Apps Script, Excel Macros)
- Data Analytics & Visualization (GA4, Looker Studio, Excel, Google Workspace)
- ERP & CRM Administration
- Front-End Development (HTML, CSS, JavaScript)
- UI/UX Design (Figma)

PROFESSIONAL EXPERIENCE

IT Support
West Africa Leasing Service – Port Harcourt
Jan. 2023 – Jan. 2024

- Delivered IT support for 20+ users across hardware, software, and networking, achieving a 95% resolution rate.
- Design interactive dashboards in GA4 and Looker Studio for HR, finance, and operations departments, improving decision-making speed by 40%.
- Automated monthly performance reports using Google Sheets macros and Excel formulas, reducing reporting time by 30%.

- Maintained secure email configurations using POP/IMAP protocols, ensuring zero downtime in communications.
- Updated software and system by deploying OS and software updates across 26 devices, reducing system vulnerabilities by 50% through regular patching.
- Implemented automated daily backup routines.
- Created and managed user accounts and permissions across email, ERP, and shared drives for over 30 staff, improving onboarding efficiency by 25%.

System Security

Implemented endpoint protection software and enforced system update policies across all staff devices, reducing malware-related incidents by 90% and ensuring compliance with internal IT security standards.

Assistant Manager / IT Support

Mail Impex Global Resources – Lagos

May 2018 – Dec. 2023

- Spearheaded internal systems optimization and collaborated on UI/UX improvements for the company website.
- Created automated Excel dashboards to track team KPIs and internal IT performance, reducing incident response time by 25%.
- Led system documentation and coordinated process reviews to support HR and compliance operations.
- Analyzed CRM data to identify inactive leads and optimize follow-up strategies, improving conversion rates by 20% and reducing debt rate by 40%.

Performance Dashboard

Created a Google sheet integrated dashboard in Looker Studio that visualized equipment usage, sales, expenses and HR metrics. Used filters and calculated fields to provide real-time insights to department heads.

IT Support Officer

Mail Impex Global Resources – Lagos

Nov. 2016 – May 2018

- Resolved technical issues for 50+ staff across multiple departments.
- Designed content strategies and analyzed campaign metrics to improve brand engagement.
- Regularly cleaned and validated internal databases to ensure data accuracy and reduce redundancy.

Sales Data Analysis
Performed monthly audits of sales data using Excel pivot tables to compare recorded revenue by product category and client account. Detected discrepancies between reported and actual values, uncovering ₦5.2M in misclassified revenue across six clients. Corrected entries and implemented a validation check to prevent future errors.

Personal Assistant / Digital Marketer
Spns Consulting – Abuja
Apr. 2014 – Nov. 2016
- Managed digital platforms and tracked analytics data to optimize marketing performance.
- Supported internal IT tools and project documentation for technology implementations.

VOLUNTEER EXPERIENCE

Web Designer / Data Analytics Volunteer (Remote)
Victorville High Desert Free Donation Community – California, USA
May 2024
- Built a website using Google Sites and embedded real-time dashboards from GA4 and Looker Studio.
- Created Figma mockups and established a cohesive visual brand identity.
- Advised on CRM setup and automated email responses using Google Workspace tools.

EDUCATION

Bachelor of Science (BSc), Computer Science
Landmark University, Omu-Aran, Kwara State
Aug. 2018 – Sept. 2022

CERTIFICATIONS

National Youth Service Corps (NYSC)
Jan. 2023 – Dec. 2024

TECHNICAL SKILLS

Tools: GA4, Looker Studio, Google Workspace, Microsoft Suite, Figma, Inkscape, Photoshop, Canva.
Languages: JavaScript (basic), Python (basic), MySQL, HTML, CSS, Excel Macros, Google Apps Script.
Systems: POP/IMAP, ERP, CRM
Marketing: Google Ads, Meta Ads Manager
Soft Skills: Communication, Problem-solving, Collaboration, Time Management, Adaptability.