

## Joseph Chimakpa Njoku

*📍 Johannesburg, South Africa (Originally from Nigeria NG)*

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### 📁 Professional Summary

Certified IT Support Specialist with a background in Political Science Education and a growing portfolio in troubleshooting, cybersecurity, and Python scripting. Completed the Google IT Support Professional Certificate via Coursera. Known for clear communication, emotional intelligence, and calm problem-solving under pressure. Actively seeking a remote IT support internship to apply and expand my skills in a collaborative, ethical tech environment.

### ✂️ Technical Skills

- IT Support & Troubleshooting: Windows OS, basic networking, hardware diagnostics, ticketing systems
- Cybersecurity Fundamentals: TryHackMe labs (in progress), threat awareness, ethical data handling
- Scripting & Automation: Python (FreeCodeCamp projects in progress), command-line tools
- Digital Tools: GitHub, Google Workspace, Microsoft 365
- Soft Skills: Clear communication, client empathy, structured analysis, calm under pressure

### 🎓 Education





BSc in Political Science Education

Ambrose Alli University, Ekpoma, Edo State, Nigeria

2010 – 2014

- Developed strong analytical, teaching, and interpersonal skills
- Foundation for structured problem-solving and client-facing support

## **Certifications**

-  Google IT Support Professional Certificate – Coursera (Completed)
-  TryHackMe Labs – Cybersecurity fundamentals (in progress)
-  FreeCodeCamp – Python scripting & web development (in progress)
-  CompTIA A+ – Foundational IT support certification (planned)

## **Projects & Portfolio Highlights**

- Cat Photo App – FreeCodeCamp HTML/CSS project showcasing basic layout and image embedding
- Survey Form – Responsive form with accessibility features and semantic structure
- Travel Page – Multi-section layout simulating a travel agency homepage
- Professional Loan Website – Branded homepage prototype with semantic HTML and client-focused messaging
- Cybersecurity Notes – Documented TryHackMe progress and threat analysis summaries
- Message Polishing Tool – Personal Python script to refine support ticket communication

## **Professional Goals**

- Apply IT support and cybersecurity skills in remote internship roles
- Build a portfolio that bridges technical and communication strengths
- Contribute meaningfully to client success through ethical, empathetic tech support

## **Personal Attributes**

- Confident, well-spoken, and emotionally intelligent
- Calm under pressure with a problem-solving mindset
- Passionate about global experiences, meaningful relationships, and lifelong learning