**Blessing Edoh**  
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**Objective:** To work in a dynamic organization where my quest to learn new things will be nourished and applying my technical knowledge, customer services skills, hands-on experience and passion for technology.

**Technical Skills and Certifications**

▪ Microsoft Windows XP Professional/Vista, Windows 7, Windows 8, Windows 10, Windows Server ▪ HP, Dell, IBM laptops/PCs ▪ MS Office Professional, Outlook Exchange, ▪ LAN, WAN ▪ Active Directory, Remote Desktop, DHCP, DNS, VPN ▪ Helpdesk Customer Service

▪Experience installing and configuring equipment  
▪ Experience upgrading software and performing maintenance

Microsoft Certified Professional (MCP)

Microsoft Certified IT Professional (MCITP)

Microsoft Certified Solutions Associate (MCSA)Windows Server 2016

**Education**

2016 – 2018 - Master of Science (M.Sc.) in Computer Information Systems California University of Management and Sciences, Anaheim, CA.

2006 – 2010 - B.Sc. (Hons) Computer Science (second class Upper division), Ajayi Crowther University, Oyo, Nigeria.

1999 – 2005 – Queen’s College, Yaba , Lagos, Nigeria.

**Experience**

March 2013-June 2016-Zenith Bank Ketu branch, Lagos , Nigeria

(Customer Service Representative)

Responsibilities:

* Accept and process customer deposits and withdrawals.
* Count cash, examine cheque, examine and validate deposit tickets and return receipts to customers.
* Assisted customers with funds availability questions.
* Educate customers about bank products.
* Maintain and balance a cash drawer daily.
* Referred Bank products and services to customers through needs identification, maximizing profitable relationship.
* Verified and balanced assigned cash drawer daily with minimal cash variances. Assist in reconciling errors or discrepancies for self and other tellers.



March 2012-Febraury 2013-Mutual Benefit Assurance Plc,

Aret Adams House,233, Ikorodu Road, Lagos (Risk advisor)

Responsibilities:

* Sell various types of insurance policies to businesses and individuals.
* Seek out new clients and develop clientele by networking to find new customers and generate a list of prospective clients.
* Perform administrative tasks, such as maintaining records and handling policy renewals.
* Monitor insurance claims to ensure they are settled equitably for both client and the insurer.
* Explain features, advantage and disadvantage of various policies to promote sale of insurance plans.
* Contact underwriter and submit form to obtain binder coverage.
* Attend meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.

January 2011 - December 2011 –Nigerian National Petroleum Corporation

Mosimi,Ogun State (IT ASSISTANT)

Responsibilities:

* Extract and manage monthly management report.
* Assist users in a service desk setting by troubleshooting and resolving issues.
* Respond to requests and problems including installing, monitoring, diagnosing, repairing, maintaining and upgrading all hardware, software and equipment to ensure optimal workstation performance.
* Interact with application software and operating systems to diagnose and resolve unique, non-recurring problems.
* Assist with the installation, configuration, and ongoing usability of desktop, laptops, peripheral equipment and software within established standards and guidelines.
* Troubleshoot trouble tickets to resolve basic technical problems with desktop computing equipment.

July 2009– November 2009 - Lagos State Government, Ministry of Science and

Technology (IT ASSISTANT)

Responsibilities:

* + Install, configure, upgrade and troubleshooting of computer components.
  + Install, configure, optimize and upgrading operating system.
  + Perform preventive maintenance for operating systems.
  + Troubleshooting network problems.
  + Install and update of anti-virus.
  + Installation of drivers (Network, sound, universal series bus controller, printer and scanner).