Daniel Nwaobi Ifechukwude
Web Developer, Designer, IT Support Engineer & Community Manager

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Experience

WELOVENOCODE — **Remote, United States**
Freelance Web Developer and Designer — *Dec 2022 - July 2023*

CREATIVE DAO @ HarmonyONE — **Remote, United States**
Community Moderator and DAO Governor — *April 2022 - Aug 2022*

- Moderated user-generated content to ensure that it met certain standards and guidelines and maintained a safe and respectful community environment on Discord and Telegram Channels.
- Collaborated with the wider community management and marketing teams to build brand presence and trust by aligning messaging, sharing insights, and contributing to community growth strategies.
- Organised and facilitated Twitter, Discord and Telegram AMAs every week to encourage participation and engagement.
- Actively engaged with community members by answering questions, providing support both technical and non-technical, and fostering positive discussions in the community.

REGIONAL DAO - NIGERIAN DAO @ HarmonyONE — **Remote, Nigeria**
Community Moderator and DAO Lead/Governor — *Dec 2021 - Aug 2022*

- Effectively Lead a team of fellow community managers in building the official Harmony Regional DAO - Harmony Nigerian DAO.
- Created every design asset for the DAO and worked with my team to draft the initial proposal for a funding request of $50,000 from the Harmony Board, which was granted.
- Actively led and Implemented strategies promoting community growth.
- Onboarded new members onto the DAO and Initiated rapid education drive and helpful conversations around technical issues and conversations on blockchain, Defi and NFTs, A poll in the community also showed that 25% of people got their first cryptocurrency ($ONE) or digital asset via our DAO outreaches.
- Facilitated the DAO's first Meet-up in Nigeria on **February 19 2022**, with over 200 people in attendance and facilitated the second meetup in Lagos Nigeria which was held on **April 2, 2022**.
- Hosted a couple of Twitter, Discord and Telegram AMAs every week to encourage participation and engagement.
- Gained experience working in a fast-paced environment and managing a high volume of community inquiries or requests.
- Organised and hosted a Regional Virtual Hackathon which hosted over 100 developers on Discord under the theme - Tech for Social Impact

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WISPER TELECOMMUNICATION — **Remote, Nigeria**
IT Support Engineer and Developer — *Oct 2021 - Jan 2022*

- Provided technical support to over 500 users and employees across multiple departments.
- Monitored and maintained communications IT infrastructure, including servers, switches, and firewalls.
- Conducted regular backups. disaster recovery testing and logged in Quality Control issues.
- Developed and maintained programming/interface standards.
- Collaborated with other IT teams to deliver successful projects.

MUZZLABS SOFTWARE AGENCY — **Remote, Nigeria**
IT Support Engineer and Developer — *May 2018 - Sept 2021*

- Built and designed websites and mobile apps during the initial internship span.
- Wrote modern, performant, maintainable code for a diverse array of client and internal projects.
- Responded to over 1000 customer inquiries and complaints via phone, email, and live chat.
- Developed and maintained documentation for technical processes and procedures.
- Communicated with multi-disciplinary teams of engineers, designers, producers, and clients on a daily basis.
- Collaborated with cross-functional teams to resolve complex customer issues.

- Managed customer accounts and provided guidance on products and services.
- Set up and configured new hardware and software, including operating systems and productivity software.
- Participated in training sessions to improve product knowledge and customer support skills.
- Resolved customer issues in a timely and efficient manner, achieving a customer satisfaction rating of 95%.
- Mentored new team members on customer support best practices and company policies.

UNITES   **Remote, Nigeria**
Cyber-Security Intern   Sept 2020 - Nov 2020

- Gained simulated experiences in the field of cybersecurity.
- Took up specialization courses in Computer Architecture, Software Engineering and Embedded Systems to broaden my skill set and took up electives in "Cyber Security".
- Manually tested networks, routers, systems and websites in various browsers and mobile devices to ensure cross-browser compatibility, responsiveness and vulnerabilities.
- Built projects related to cybersecurity such as keyloggers and password list generators during the internship.

GITHUB   **Remote, Nigeria**
GitHub Campus Expert   Oct 2020 - Dec 2021

- Built a strong technical community on my campus by organising events, hackathons, workshops, meetups, etc.
- Help created a community where students can comfortably share their ideas and improve their tech and soft skills.
- Developed and maintained code for event websites primarily using HTML, CSS, Sass and JavaScript.
- Interfaced with community individuals and students on a daily basis providing technological expertise
- Developed and maintained community documentation

Education

Bachelor's Degree in Computer Engineering (B.Eng.)   -2016 - 2022
University of Benin, Benin City, Nigeria.

Technical Skills

- Design (Canva, Figma, Illustrator and Photoshop)
- Programming and Website Development (HTML&CSS, JavaScript, Node.Js, WordPress, React, Gatsby.Js, RESTful APIs, Git)
- Communications (Slack, Discord, Telegram)
- Documentation (MS Word, Excel, PowerPoint, Notion, Google Doc/Slide/sheet, Trello)
- Customer Support Software: Zendesk, Salesforce, Intercom, Warehouse Management System.
- Content Creation (Adobe Premiere Pro, DaVinci Resolve)

Soft Skills
- Communication Skills
- Organization
- Presentation
- Problem-Solving
- Conflict Resolution
- Critical Thinking

Interests
- Cryptocurrency
- Blockchain
- Startups
- Programming
- Design
- FinTech
- Digital Marketing
- SAAS
- Video Games

Notable Achievements

- Winner of the "30-day Microsoft Cloud Skills Challenge" Designing and Implementing an Azure AI Solution (June 2020) issued by Microsoft
- First Place WINNER Team "TEAM ARTI" at the "Microsoft Build Cloud Skills Challenge" (June 2020) issued by Microsoft
- SEPLAT JV 2020 Scholarship Winner for Students