

EMMANUEL EKEM

Software Developer

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PROFILE

Goal oriented Software Developer with experience in MEAN Stack, JavaScript, Typescript, and Python/Django backend developer, Bootstrap, HTML5, and CSS. Knowledge of client/server application development and agile development methodology (SCRUM). Hands-on experience with Microsoft Azure, version control with GIT and GitHub. Solid understanding of relational and none relational databases, able to work well independently and as well as a team...

SKILLS/INTEREST.

- **JavaScript**
- **MEAN Stack**
- **Python/Django**
- **Azure DevOps**
- Bootstrap, CSS, HTML5, SQL server and No SQL
- **Hands-on experience** with Windows/Linux OS environment
- Interpersonal communication skills
- Adaptability and Teamwork
- **Agile framework (SCRUM)**
- **Interest:** Full-stack web development, Youth transition and Research.

EXPERIENCE.

Tek-Experts Lagos, Nigeria.

July 2022 - Present

TECHNICAL SUPPORT ENGINEER

Micro Focus - Full - Time

- Providing support for Micro focus operation orchestration, server automation, robotic process automation, cloud service automation and hybrid cloud managements.
- Investigating logs provided by clients to identify possible problems, performing root cause analysis and providing feedback for product issues by customers within SLA time frame.
- Talk clients through a series of actions, via phone, email, chat until their issues are resolved, prioritize and manage several open issues at one time, reproduce issues in lab environment and internal database or external resources to provide accurate technical solutions to clients, documenting cases with troubleshooting steps with recommendation and resolution.
- Take ownership of customer issues reported and seeing problems through to resolution.
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams.

SOFTWARE DEVELOPMENT

- Hands-on experience in software development tools
- Build modern applications with Mean stack, Bootstrap, HTML5 and CSS
- Participated in program logic and coding, building sample dynamic applications with tested functionalities on different browsers
- Hands-on experience in AZ-204. Utilizing app services, function apps in building applications and deploying in the cloud, created storage (blob) account to save documents and images
- Created users and identities (tenants) and assign roles, applications and organizational policy
- Hands-on experience in AZ-400. Maintained Git workflows for version control (secure code management).

Communication Network Support Service Limited (CNSSL).
Lagos Nigeria.

2017 - 2020

CUSTOMER CARE REP.

- Handling virtually all outbound and inbound calls
- Manage and update customer database with status of each customer.
- Provide customers with brochures and information packages on products or services.
- Handles service solutions to our clients and companies from the basic services to more advance solution demand.

- **NYSC Oyi LGA, Anambra State.**
CHEMISTRY/BASIC TECH TEACHER.

2012 - 2013

EDUCATION

University of Calabar, Cross River Sate Nigeria.
BSc Applied Chemistry.

2006 - 2010

TRAINING/CERTIFICATION

Microsoft ATO/Elev8 Software development training (Certified).

Microsoft AZ-204 Developing Solutions for Azure (certified)

IBM Python Basics for Data Science. April, 2021. (Certified).

Hands-on-Experience with python, pandas, numpy and matplotlib in creating, exploring, analyzing and visualizing large data sets.

UDEMY - PosgreSQL for Data analysis, Microsoft power BI and Microsoft excel data analysis (Self-trained).