



## CURRICULUM VITAE

### David Chinedu Okoro



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## PROFESSIONAL SUMMARY

Customer-focused **Technical Support Engineer** with 4+ years of experience resolving complex product issues in B2B SaaS environments. Skilled in troubleshooting APIs, frontend/backend bugs, log analysis, and database queries. Adept at managing high-volume support queues using tools like Zendesk and Jira, with a strong focus on documentation, escalation protocols, and SLA compliance. Passionate about continuous learning, user satisfaction, and driving product excellence through data-informed support feedback.

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## CORE SKILLS

- REST API Debugging & Integration
- SaaS Application Support (Tier 1 & 2)
- Zendesk, Jira, Confluence, Intercom
- SQL (PostgreSQL, MySQL) & Log Analysis
- Linux CLI, Bash Scripting
- JSON, HTML, JavaScript basics
- Remote troubleshooting & user training

- Knowledge Base & Technical Writing
  - SLA Management & Ticket Prioritization
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## PROFESSIONAL EXPERIENCE

### Support Engineer II – NexaCloud Africa (Remote/Lagos)

#### March 2022 – Present

- Resolved 75+ weekly technical tickets involving API errors, performance issues, and user access bugs across a cloud-based platform used by over 10,000 customers.
- Collaborated with backend engineers to debug and escalate high-severity issues, providing logs, HAR files, and reproducible steps.
- Managed Tier 2 Zendesk queue with 98% SLA adherence; reduced response time by 15% through improved workflow automations.
- Authored over 40 internal articles and public-facing support documents, improving customer self-service success rate by 25%.
- Assisted with onboarding of new enterprise clients by providing configuration support and product training over Zoom.

### Technical Support Associate – DigiSystems Ltd.

#### June 2020 – February 2022

- Delivered L1/L2 support for a web-based HR SaaS product, troubleshooting frontend bugs, login failures, and syncing issues with third-party APIs (Slack, Google Workspace).
- Diagnosed client-side issues using browser dev tools, network logs, and console outputs.

- Created and maintained internal documentation for support procedures and known issues using Confluence and Notion.
  - Collaborated with QA to test hotfixes before deploying to production during critical support escalations.
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## EDUCATION

### **B.Sc. Computer Science**

University of Lagos, Nigeria – 2016–2020

*Certifications:*

- CompTIA A+ (2021)
  - AWS Cloud Practitioner (2023)
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## PROJECTS & VOLUNTEERING

- **API Debugging Toolkit** – Developed a lightweight Python CLI tool to test and validate REST endpoints during support calls.
  - **Tech for Teens NGO** – Volunteer support trainer for digital literacy workshops targeting underserved students in rural areas.
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## REFERENCES

Available upon request.

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