

# Emmanuel YAHİ

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## EXPERIENCE

### **Transcorp Hilton, Abuja Nigeria — Tech support**

july-15-2024 - january-20-2025

**Customer Support:** Delivered prompt, empathetic assistance via phone, consistently enhancing customer satisfaction and resolving inquiries efficiently.

**Technical Troubleshooting:** Apply analytical and problem-solving skills to diagnose and resolve complex hardware, software, and network issues, ensuring minimal downtime and efficient operations.

## EDUCATION

### **University of Maiduguri, Maiduguri — Degree**

2019 - Present

### **Learning Right Private School, Maiduguri — WAEC / NECO**

2013 - 2019

### **Likama Primary School, Chibok — primary school certificate**

2008 - 2013

## PROJECTS

### **Global Insight API— Dynamic country data platform**

Developed a Node.js express backend with MySQL (sequelize) for managing global country data. Features include dynamic data fetching, caching, RESTful endpoints, on-demand data refresh, visual summaries, and robust error handling.

### **Devils Advocate— AI Agent**

Built an AI agent using the mastra framework to critically analyze business ideas, new features and strategic plans. Features include multidimensional criticism, competitor research, scoring for performance evaluation, and structured report highlighting potential risks and flawed assumptions.

## SKILLS

NodeJS / Express

NestJS

JavaScript

TypeScript

Docker

Git / Github

HTML5

Tailwind

CSS

React

## SOFT SKILLS

Teamwork and Collaboration

Problem solving

Adaptability

Critical Thinking

Leadership

## LANGUAGES

English, Hausa