

ETINOSA MAXWELL ESEZOBOR

Ikpoba Hills, Benin City, Edo State.

07033303551

maxwelletinosa@gmail.com

PROFESSIONAL SUMMARY

Experienced IT professional with over eight years in the industry, including roles as IT Officer, Tech Support Admin, and Manager. Proficient in overseeing IT operations, providing technical support, and leading teams to drive technological innovation and efficiency. Adept at problem-solving, implementing IT solutions, and enhancing system performance to support business objectives. Experience in Web development as well as IT project Management.

WORK EXPERIENCE

BLISS LEGACY LTD

Position Held : Tech Support Officer

Duties:

- To provide technical support to real estate agents, staffs and clients on all IT related issues including software, hardware, networks and peripherals.
- To troubleshoot and resolve IT problems as well as provide training and support on new technologies and software.
- To Install, configure and maintain computer hardware and software, including operating systems, applications and network devices.
- Research and recommend new IT solutions to improve efficiency and productivity.
- Assist with the development and implementation of company IT strategy.
- Manage IT projects from start to finish, including planning, budgeting and execution.

2024 Till Date

YOU'RE AZY ONLINE SHOP AND MORE

Position Held: General Manager

Duties:

- To Develop and execute business strategies, oversee daily operations, manage finances, recruit and manage staff, ensure high-quality customer service, and maintain regulatory compliance.
- To Drive marketing and sales initiatives, improve user experience, integrate new technologies, optimize supply chain logistics, and explore opportunities for product development and business expansion.
- Managed the development process of mobile app for our products and services.

2022-2024

Position Held: IT Manager**Duties:**

- To support staffs and clients on the proper use of software and hardware and proper Management of all IT infrastructure.
- Monitor and approve incoming requests, sales and registrations.
- Provided technical support, resolved escalated issues, and ensured minimal downtime for systems and users across the organization.
- Planned and executed IT projects, including system upgrades, software deployments, infrastructure expansion, and process optimizations, ensuring timely delivery and alignment with business objectives.
- Monitored and maintained IT infrastructure, including backend web applications, to ensure optimal performance, security, and seamless vendor and product QA and approval workflows.
- Conducted training sessions and developed user-friendly documentation to improve staff proficiency and adoption of IT tools and systems.
- Managed IT budgets, procurement, and vendor relationships while establishing and enforcing IT policies and standards to align with organizational goals and compliance requirements.

2022**LAPO MICROFINANCE BANK LTD****Position Held : IT Officer****Duties:**

- Managed accurate and efficient data entry tasks to support organizational operations and maintain reliable records.
- Provided comprehensive IT user support, resolving technical issues and ensuring optimal system functionality from 2015 to 2021.
- Performed routine maintenance and troubleshooting of IT infrastructure, ensuring stability, security, and uninterrupted service delivery.

2015-2021**EDUCATIONAL QUALIFICATION****Federal Polytechnic Nekede**

Higher National Diploma (HND) - Computer Science

2019**Auchi Polytechnic**

National Diploma (ND) - Computer Science

2013**TRAINING/ CERTIFICATIONS**

Google IT Support Professional

2022

Foundations Of Frontend Web Development

2024

Mobile App Development

On-Going

UI/UX Design

On-Going

Digital Marketing

On-Going

Backend Development

On-Going

PROJECTS EXECUTED

- Design of website for Moon Health foundation Hospital LTD (moonhealthhospital.com.ng) **2024**
- Design of business website for Troybit Systems LTD (troybit.com.ng) **2024**
- Design of Cloud Storage App for storage of Documents **2024**

CORE SKILLS

- Excellent Communication skills
- Problem Solving skills
- Excellent team work
- Good command of Microsoft Office™ tools
- Google sheets
- Helpdesk
- Webmail
- HTML
- CSS
- Javascript
- Wordpress
- Computer hardware troubleshooting
- IT Project management

REFERENCES

Available on request