



FORTUNE OSEMEKE

IT SUPPORT & DIGITAL MEDIA
SPECIALIST

CONTACT

☎ 4076403490

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📍 Auburndale, Florida

🌐 <https://fortuneportfolio.vercel.app>

EDUCATION

2021 - 2024

UNIVERSITY OF THE PEOPLE

- Bachelor in Computer Science
- GPA: 3.81

SKILLS

- Web Development & LMS Management (Moodle, WordPress)
- Customer Service & Technical Support
- Database Management
- Troubleshooting & Problem-Solving
- Leadership
- Effective Communication
- Critical Thinking
- Graphic Design & Video Editing

REFERENCE

- Olaluwa | 4072198352 | System Analyst at Arkansas University
- Oneal | 9089370788 | Manager at Enterprise mobility

PROFILE

A results-oriented IT professional with a solid background in web development, customer service, and digital media. Skilled in optimizing digital platforms, managing Learning Management Systems (LMS), and delivering technical support. Proficient in database management, user training, and troubleshooting. Committed to utilizing technology to improve operational efficiency and enhance user experience.

WORK EXPERIENCE

GetInsured

September 2024 - February 2025

Customer Service Representative

- Managed inbound and outbound calls, assisting customers and agents with health and dental plans.
- Guided applicants through the Georgia Access Marketplace, ensuring eligibility and successful enrollment.
- Efficiently resolved service tickets in order of priority, addressing customer concerns promptly.
- Accurately documented all interactions to maintain compliance and ensure seamless customer support.

Apex Online Learning

April 2024 - August 2024

Web Development & LMS Internship

- Led a complete overhaul of the organization's website and Learning Management System (LMS).
- Acquired hands-on experience with Moodle, optimizing it for end-users, site administrators, and teachers.
- Customized the WordPress backend to improve performance, security, and user experience.
- Provided technical support, troubleshooting system issues, and ensuring platform stability.

The Blessed House International Church

Graphic Designer & Video Services Specialist (Volunteer)

November 2018 - March 2023

- Designed high-quality visual content, including graphics, flyers, and promotional materials.
- Produced and edited video content for church services, events, and digital platforms.
- Collaborated with the media director and pastors to align content with the church's vision.

CERTIFICATION

- Certificate in Network and Application Security (2023)
- Certificate in Data Science (2024)