

# OJIMBA CHINEDU GEORGE

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Georgejimba@gmail.com | [Linkedin.com/in/georgejimba](https://www.linkedin.com/in/georgejimba)

08105295441, 08165524749

Lagos, Nigeria.

## PROFILE

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I am a personable and knowledgeable technical support engineer with over 3 years of work experience assisting customers both enterprise and end-users with software-related issues in Power Platform, Office 365, and Microsoft Dynamics 365.

I provide in-depth analysis and advisory support regarding issues related to Power Apps, Power Automate, and developing an Environment strategy in Power Platform.

I have outstanding communication skills both verbal and written and as a trained Premier Support engineer, I have been able to nurture new engineers by bringing them up to speed with the best practices and skills needed to thrive and create an amazing customer experience.

I am also a Front-end developer who loves to bring an aesthetic design to life that does not only look or feels good but is also functional and easy to use.

## Work Experience

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| Tek Experts Nigeria - Technical Support Engineer (Power Platform) | Sept 2019 – Jan. 2021 |
| Premier Support Engineer / Technical Trainer                      | March. 2021 – Present |

Core Task includes:

- Delivering high-quality support services to Microsoft Power platform Enterprise customers by identifying the problem and narrowing it down to a specific component while managing the customer's expectations for resolution.
- I engage both technical and non-technical professionals via phone communications, remote sessions, or via emails to troubleshoot, resolve issues, and document this for both internal and customer reference.
- I analyze and identify bugs with products using telemetry/diagnostic tools and communicate these issues to the Product team while sharing possible alternative solutions pending when this fix is deployed to the customer tenant.
- Nesting and nurturing new engineers by teaching them best practices, monitoring their calls, and supporting them until their go-live time.

Core Task includes:

- Provision of modeling and Analytical support during project discussion with various stakeholders and the team.
- I managed and maintained financial models and documentation relevant to the project.
- Monitor progress made to fulfill all project cost-sharing commitments.

## Core Competence / Skills

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- I have a “customer first” attitude as well as excellent phone etiquettes and written communication skills.
- I have the necessary soft skills (active listening, empathy) and a unique ability to improvise, grasp new skills and technologies as they unfold.
- Great knowledge of PowerApps, Power Automate, SharePoint Online, SQL fundamentals, REST API, Office 365 integration with Power platform deployment, maintenance, and support of this integrations; as well as excellent troubleshooting/analytical skills.
- Excellent knowledge and flexibility with the use of Microsoft Office suite.

## Education

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Federal University of Technology Owerri, Imo State (FUTO)

2009 - 2014

Bachelor of Engineering - Electrical Electronics Engineering

## Certifications

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[Microsoft Power Platform Fundamental](#) - PL - 900