HENRY AMADI

📍 **Birmingham, UK** | 📞 **+44(0)7471796394** | ✉ **amadichituga@hotmail.com**

PROFESSIONAL SUMMARY

Motivated and detail-oriented Computer Science graduate with strong interest and experience in IT support, data analysis, and technology. Skilled in troubleshooting, data collection, and software application assistance, leveraging tools such as SQL, Python, and Microsoft 365. Experienced in providing customer support, resolving technical incidents, and communicating data insights to technical and non-technical audiences. Reliable, adaptable, and committed to continuous learning and professional growth within the IT and data domains.

CORE SKILLS

- Data Analysis & Visualisation: Python, SQL, Excel for data processing and visualisation
- IT Support & Helpdesk: Troubleshooting, remote support, Active Directory, Microsoft 365
- Technical Tools: JIRA, Confluence, Power BI, Microsoft Office Suite
- Programming & Scripting: Python, JavaScript, HTML, CSS
- Customer Service: Query resolution, professional communication, issue escalation
- Problem Solving: Analytical diagnosis, data-driven decision making, documentation
- Collaboration: Cross-functional teamwork, stakeholder liaison, team-based projects
- Documentation: Process writing, user guides, and knowledge base contributions

WORK EXPERIENCE

Customer Service & Front-of-House Assistant | UVB/Wilson Vale| Birmingham Jan 2022 – Present

- Delivered exceptional customer service in high-volume environments, maintaining a 98% customer satisfaction score.
- Handled customer queries, complaints, and service logistics with professionalism and discretion.
- Demonstrated accuracy and attention to detail in order handling, allergen tracking, and feedback documentation.

IT & Helpdesk Support Analyst |Remote | De Experience Global Limited |Nigeria   Sep 2024 – Present

- Analysed support ticket data using Excel to identify recurring issues, contributing to process improvements that enhanced system reliability.
- Resolved over 50 weekly support tickets with a 95% first-contact resolution rate, ensuring operational continuity and staff satisfaction.
- Managed Active Directory and Microsoft 365 accounts, reducing onboarding time by 30% through streamlined data-driven processes.
- Documented technical issues and trends in internal systems, supporting the development of a comprehensive knowledge base.
- Communicated complex technical solutions clearly to non-technical users, fostering trust and service quality.

Data Analyst & Administrative Support | Ayokunle Creative Studio(Remote)   Jan 2019 – Dec 2021

- Delivered frontline HR-related support by maintaining documentation and processing mock employee data as part of a simulated HR system environment.
- Coordinated scheduling and minute-taking for team meetings, enhancing internal communication and information flow.

- Participated in job shadowing and simulated onboarding exercises, developing familiarity with compliance, confidentiality, and employee lifecycle documentation.
- Supported project documentation and internal communications on apprenticeship and training-related materials.

EDUCATION

- **BSc.** Computer Science| Birmingham City University, Birmingham| Sept 2022 – June 2025
  Achieved grade -2:1
- **Foundation** in Film and Technology/Computing Networks and Games Technology |
  Birmingham City University International College, Birmingham| Jan 2022 – Aug 2022

CERTIFICATION

- Google Data Analytics Professional Certificate
- Cisco Networking (2023) – Acquired practical skills in network configuration, troubleshooting, and security, with a solid foundation in routing and switching concepts.

LINKS

- GITHUB   - https://github.com/Henry-Amadi
- LINKEDIN   - **linkedin.com/in/henry-amadi**
- PORFIOLIO WEBSITE - https://henry-amadi.github.io/Profiolio/