

JOSEPH UZEZI ALAKPA

Microsoft 365 Administrator | .NET Developer | ASP.NET | SQL Server | Azure | Entra ID | MAUI Mobile App

LinkedIn: <https://linkedin.com/in/switjoseph> | GitHub: <https://github.com/Humble2020> |

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Summary:

Results-oriented .NET Developer with 6 years of expertise in designing and developing robust, scalable, and efficient software applications. Proven proficiency in VB.NET, C#, ASP.NET, SQL Server, Azure, and MAUI, with a focus on delivering innovative solutions to intricate challenges. Experienced Microsoft 365 Administrator adept at creating user accounts, managing tenants, and ensuring optimal system functionality. Collaborative team player with a strong track record of exceptional results. Committed to continuous skill enhancement and staying abreast of the latest technologies to drive project success.

Professional Experience:

IT technical support

Bank of Industry, Lagos, NG

02/2015 to 11/2015

- **Troubleshooting:** Diagnosing and resolving hardware, software, and network issues reported by users.
- **Helpdesk Support:** Responding to helpdesk tickets, emails, or phone calls from users seeking technical assistance.
- **Hardware Maintenance:** Installing, configuring, and maintaining computer hardware, peripherals, and network devices.
- **Software Support:** Installing, configuring, and troubleshooting software applications, including operating systems and productivity tools.
- **Security:** Implementing security measures such as antivirus software, firewalls, and access controls to protect systems and data.
- **System Updates and Patches:** Ensuring that computer systems are up to date with the latest software updates and security patches.
- **Continuous Learning:** Staying up-to-date with the latest IT trends, technologies, and best practices.
- **Remote Support:** Offering remote assistance to users who are working off-site or facing remote technical challenges.
- **Hardware/Software Procurement:** Assisting with the procurement process for new hardware and software as needed.
- **Training and Guidance:** Providing training and guidance to users on how to use hardware and software effectively.
- **Documentation:** Creating and updating technical documentation, user guides, and knowledge base articles for common issues and solutions.

Software Engineer

Rural Electrification Agency, Abuja, NG

01/2021 to 11/2021

- Developed and maintained web applications using ASP.NET, C#, and VB.NET.
- Designed and implemented SQL Server databases, ensuring optimal performance and data integrity.
- Utilized Azure services to deploy and manage cloud-based applications.
- Software design and development while remaining concentrate on client needs.
- Participated in code reviews to ensure code quality and adherence to best practices.
- Contributed to improving software development processes, resulting in increased efficiency.
- Mentored junior developers, fostering a collaborative and growth-oriented team environment.

Senior Software Engineer

Bank of Industry, Lagos, NG

02/2022 to 05/2023

- Managed Sophos Firewall, TP-Link access points, and servers in a banking environment.
- Collaborated with IT technicians to ensure smooth operation and security of network devices.
- Played a key role in the administration of M365 services and Microsoft Endpoint Manager.
- Gained in-depth knowledge of network devices from brands like Sophos, Juniper, and TP-Link.
- Successfully handled Windows 10 deployment and administration tasks.
- Participated in regular stand-up meetings and actively contributed to agile development processes.

Open-Source Projects on Github:

1. Soccer Game Predict

Description: A .Net windows Form software that accumulates peoples selections and uses an algorithm to determine the winning team. Also made it to work on android using Xamarin and C# for cross-platform.

Technologies: Xamarin, C#, VB.net, .Net Forms

GitHub Link: <https://github.com/Humble2020/SoccerGamePredict>

2. Xamarin Bitcoin Wallet

Description: A android based bitcoin wallet. You can create multiple bitcoin wallet, send and receive bitcoins and also recover your lost bitcoin wallet. It has the functionality of allowing the user to set the transaction fee of choice to allow faster transaction confirmation.

Technologies: Xamarin, C#, Blockchain

GitHub Link: <https://github.com/Humble2020/Xamarin-Bitcoin-Wallet>

3. Xamarin Nigerian News

Description: A android based news application. You get to see the latest news from some of the top graded newspaper vendors nationally. The date the news was posted, the author and the content of the new will be displayed alongside the news.

Technologies: Xamarin, C#, LinQ

GitHub Link: https://github.com/Humble2020/Xamarin_Nigeria-News-Feed

Education:

Ordinary Diploma: **Computer Engineering - 2009**
University of Benin, Benin, NG

National Diploma: **Computer Engineering - 2014**
Delta State Polytechnic, Delta State, NG

Higher Diploma: **Computer Engineering – 2017**
Delta State Polytechnic, Delta State, NG

Certifications:

- Junior School Certificate Examination (JSCE): 2004
- West African Examinations Council (WAEC): 2007
- National Examination Council (NECO): 2009
- ND in Computer Engineering, University of Benin: 2008 - 2011
- OND in Computer Engineering, Delta State Polytechnic, Otefe: 2012 - 2014
- HND in Computer Engineering, Delta State Polytechnic, Otefe: 2015 - 2017
- Health Safety & Environment (HSE level 3)
- Project Management Professional (PMP)
- Customer Service & Relationship Management (CSRM)
- General Health Safety & Environment (GSHE 1 & 2)
- FreshDesk Expert Certification
- FreshWorks Implementation Foundation Certification
- FreshChat Expert Certification
- FreshService Expert Certification
- FreshSales Suite Expert Certification

Skills:

- Programming Languages: C#, VB.NET
- Web Technologies: ASP.NET, HTML, CSS, JavaScript, Bootstrap
- Databases: SQL Server, SQLite
- Cloud Services: Microsoft Azure, Microsoft 365
- Mobile App Development: Xamarin
- Version Control: Git, GitHub
- Agile Methodologies: Scrum, Kanban

Languages:

English (Fluent)

References:

Available upon request