

IFECHUKWU ZERIBE

Technical Support/IT Change Manager

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Ogba, Ikeja, Lagos, Nigeria

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EDUCATION

2022
National Youth Service Corps

August 2019
**University of Nigeria,
Nsukka, Enugu, Nigeria**
Bachelor of Arts.
Linguistics

RELEVANT SKILLS

- Effective verbal and written communication skills.
- Agile Scrum project management skill.
- Attentive to details, accurate and a keen observer.
- Quick learner and adaptable (work in changing environment).
- Problem Solving and Multitasking.
- Implemented ITIL Version 4 framework to streamline service delivery processes.
- IT Service Management (ITSM)
- Change Management
- Proficient in JavaScript, HTML, CSS
- Proficient in MSSQL

CAREER OBJECTIVE

Self-motivated and dependable IT Support Officer and Change management officer with over 2 years of experience providing professional technical support to clients, improving customer service, maintaining hardware and software, and managing and monitoring all IT projects from start to finish. Outstanding communicator offering extraordinary technological expertise and strong determination to perform excellent work. Increasing client and business owner satisfaction is my priority.

PROFESSIONAL QUALIFICATIONS

- Scrum Fundamentals Certified, VMEdU, Inc
- Agile Scrum Management, Udemy
- Certificate in Project Management.
- Certificate in ICT Essentials.
- Certificate in Customer Service and Relationship Management.

PROFESSIONAL EXPERIENCE

June 2024- July 2024

Web Development Intern

Brainwave Matrix Solutions, Noida, Uttar Pradesh, India

- Website and software application designing, building, or maintaining.
- Working closely with web designers and programmers to produce the website.
- Maintaining and expanding/enhancing the website once built.
- Participate in Web site architecture and design in collaboration with designers or clients

August 2022- Till Present

IT Service Desk Officer/IT Change Management Officer

AB Microfinance Bank, Ikeja, Lagos State, Nigeria

- Provided IT support services, troubleshooting, onboardings & offboarding, laptop maintenance, system configuration and operation.
- Manage and monitor internal assets to ensure accurate inventory records using GLPI and MDM ManageEngine.
- Quickly solved 20+ customer issues daily with 95% success.
- Enhanced help desk ticket system, reducing solution time by 35%.
- Created support service tickets and used web-based ticketing systems to track and deliver support services.
- Installed, serviced, and upgraded over 300 Windows computers.
- Provided PC and mobile support to resolve 10+ client issues daily.
- Involved in all Change request, Requirement gatherings, and Project analysis and delivery.
- Manage and monitor all software projects from start to finish.
- Collaborate cross-functionally with the Developers, Quality Assurance, Data scientist, Business owners and the Enterprise deployment Team.

CERTIFICATIONS

1. Certificate of National Service, National Youth Service Corps.
2. Certificate of Participation on Computer Networking and Data Mining.
3. Proficiency certificate on Career Development, Skills Acquisition, General Entrepreneurial and ICT Training.
4. Proficiency certificate in Computer, Federal Polytechnic Oko.