UCHE OHAMOBI

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**Profile**

Passionate IT professional with over five years of hands-on experience in technical support and customer relations. Skilled in resolving 2nd and 3rd line technical issues, fostering strong customer connections, and maintaining service desk efficiency. Proficient in cloud technologies, programming languages, and ITIL service management. Committed to ongoing professional development and delivering exceptional results in dynamic environments.

**Technical skills**

**IT Specialist skills**: Cloud Technologies and Security, ServiceNow and ITSM Tools, ITIL Service Management, Networking, Window 10,Server Management , Patching management

**Programming languages**: Python, SQL, PHP, JavaScript

**Database management**: MySQL, SQL Server

**Other skills**: Microsoft Azure, Scrum methodology, Service desk management, Desktop application support, Networking knowledge, Active Directory Microsoft 365, Office 365 platform.

**Education & qualifications**

M.Sc. in Information Technology with Business Intelligence (**MERIT)** Sept 2023

Robert Gordon University, Aberdeen, Scotland

**Relevant coursework:** IT infrastructure and administration, Python, Data structures, Database management systems, Object-oriented programming, Intranet systems development, Software engineering, Agile methodology and scrum, Software development.

B.Sc. Accounting Jun 2018

Central University, Accra, Ghana

**Professional experience**

**Interim IT Manager | Speeds Healthcare . Jan 2025 to Current**

* Ensure the smooth running of IT services, prioritizing critical incidents and maintaining high availability of systems.
* Lead IT projects, ensuring timely delivery and minimal disruption to business operations.
* Oversee IT budgets, control costs, and ensure financial efficiency in technology investments.
* Engaged in project implementations, contributing to the successful delivery of IT initiatives.
* Ensure IT security policies, procedures, and best practices are followed to mitigate risks.
* Monitor infrastructure, applications, and networks to ensure optimal performance.
* Oversee the timely and efficient patching of operating systems, software, and hardware to maintain security, performance, and compliance.
* Develop and implement training programs to enhance technical skills of the IT team and improve user awareness of systems and security.

**Senior IT Engineer | Speeds Healthcare . Sept 2024 to Jan 2025**

* Prioritising, progressing, and monitoring IT incidents and requests to ensure they are resolved within the agreed timescales.
* Served as the primary technical escalation point for the 2nd line team, ensuring high levels of service delivery and maintenance.
* Held full ownership of incidents, quickly prioritizing issues to facilitate efficient resolution.
* Engaged in project implementations, contributing to the successful delivery of IT initiatives.
* Actively oversaw the deployment, planning, and maintenance of software and hardware in collaboration with the IT Manager.
* Proactively maintained Active Directory, Office 365, Group Policy, user accounts, and file security permissions to ensure optimal security and functionality.
* Led IT projects, working closely with the IT Manager to implement effective technical solutions that enhance operational efficiency.
* Designing and implementing IT solutions that improve efficiency and support organizational goals.
* Managing and optimizing network infrastructure, servers, and storage systems.
* Conducting system performance analysis and implementing necessary upgrades or changes.
* Developing and maintaining documentation for systems and processes.
* Staying up-to-date with emerging technologies and industry trends to recommend improvements

**Service Desk Engineer | TES INC. Sept 2021 to August 2024**

* Resolving 1st and 2nd line technical issues over the telephone, via email, or live chat, in a friendly and professional manner for Tes Inc customers
* Analysing relevant technical data which is used to maintain and update the service desk knowledgebase to ensure that technical queries are resolved timely, and SLA upheld at 100% for Tes Inc customers.
* Prioritising, progressing, and monitoring IT incidents and requests to ensure they are resolved within the agreed timescales.
* Managed end user hardware provisioning, maintenance, and upgrades, including laptops, desktops, mobiles, and peripherals.
* Monitored customers’ software application usage, and data updates, and analysed data inputs which helped to identify prospective technical issues, causes, and possible solutions.

**Technical Support Analyst | FSDH Sept 2019 to Sept 2021**

* Upholding strong client relationships, both with new and existing customers, through the provision of exceptional customer service.
* Recognizing potential areas for growth and customer renewals and collaborating with the sales team to facilitate customer onboarding.
* Taking a proactive approach to handle escalation tickets, with a focus on prioritizing customer satisfaction and elevating the overall customer journey.
* Delivering technical support to customers and ensuring their needs are met and issues resolved. Provided prompt and accurate technical assistance to customers via phone, email, and chat, resolving hardware, software, and network issues within specified SLAs.
* Assisted in the development and implementation of test plans, strategies, and test cases for various software applications, executed test cases, and recorded test results to ensure the software met the defined quality standards.

**Technical Advisor | STG Aug 2018 to Sept 2019**

* Provide expert advice and guidance on technical matters to support decision-making and problem-solving.
* Contribute to the development and alignment of technical strategies with overall business objectives.
* Advise on the technical feasibility, risks, and planning of projects to ensure successful implementation.
* Communicate technical concepts and recommendations effectively to both technical and non-technical stakeholders.

**Strength**

* **Leadership**: I have demonstrated my leadership skills in various situations, including leading a team in STG. where I effectively delegated tasks and responsibilities to team members while ensuring we stayed on track with our goals and objectives
* **Communication and people skills**: I have effective communication and people skills, both written and verbal. I am also skilled at building relationships with people from diverse backgrounds.
* **Initiative and problem solving**: I possess good initiative and problem-solving skills, which have been demonstrated throughout my career and education from resolving technical issues to debugging codes.
* **Flexibility and adaptability**: I am adaptable and flexible, able to adjust my approach as needed. For instance, during a web app project, I was open to changing requirements and quickly adapted to unexpected coding issues by researching solutions and proposing effective fixes.
* **Teamwork and team management**: As a member of a team working on a web application project, I collaborated with my team members to identify issues and guided them to help us learn and improve.
* **Organisation and time management**: I prioritized tasks and delegated responsibilities. I managed my time effectively to ensure the personal and group projects I managed were completed on time and to a high standard.

**Certification**

* Agile or Scrum Certification
* CompTIA A+
* CompTIA Security + SYO-701
* CompTIA Network
* Microsoft MD-101: Managing Modern Desktops
* Cisco 200-301:Cisco Certified Network Associate (CCNA)