

John Jonah

IT Solutions Specialist

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Summary

Results-driven IT professional with a strong background in **IT operations automation, process optimization, and software development**. Proficient in **Python, PHP, JavaScript, Bash scripting**, and **automation tools** such as **Ansible** and **Jenkins**. Experienced in streamlining IT workflows, developing automation scripts, and managing systems to reduce manual tasks and improve efficiency. Adept at supporting fast-paced, global environments with a commitment to delivering robust IT solutions and operational excellence.

Experience

Pigu.lt 2024-01-01 - present

IT Operations and PHP Developer

- Successfully automated the **XML connection onboarding process for new sellers**, reducing setup time by 40% and ensuring seamless integration into the system.
- Resolved complex XML issues and optimized import processes using **Python** and **PHP**.
- Managed and optimized digital signage content delivery systems for facilities.
- Collaborated with cross-functional teams using tools like **Jira** and **Bitbucket** to enhance process tracking and implement automation improvements.

Spec Health Pharmacy 2019-01-01 - 2023-12-31

IT Consultant

- Designed and deployed automation solutions for inventory management, increasing operational efficiency by 25%.
- Provided tailored IT solutions to streamline processes and minimize manual interventions.
- Monitored system performance and delivered actionable insights to leadership teams.

Zenith Bank 2021-01-01 - 2023-12-31

Customer Service Representative

- Developed Python scripts to automate data validation processes, saving 30+ hours weekly in manual effort.
- Ensured seamless customer service by resolving technical escalations with advanced troubleshooting skills.
- Standardized and automated account management workflows to ensure compliance and data integrity.

Glodavour Gas 2019-01-01 - 2023-12-31

IT Specialist

- Deployed and managed remote IP camera systems with automated monitoring alerts.
- Improved retail operations by optimizing point-of-sale software and automating system updates.

Education

University of Uyo 2013-07-01 - 2019-09-31

Computer Science Bachelor's Degree

SMK University of Applied Sciences 2023-01-01 - present

Programming Bachelor's Degree

References

Mrs. Glory Etim Akwanakak

CEO Glodavour Gas Limited | glodavourgas@gmail.com | +234-8037-029124

Mrs. Magdalena Wdowiak

IT Specialist | magdalena.wdowiak@pigu.lt | +370-647-05998

Skills

Programming Languages

● ● ● ● ●

C, HTML, CSS, PHP, JavaScript, Python, Bash

Automation Tools

● ● ● ● ●

Ansible, Jenkins

Database Management

● ● ● ● ●

MySQL, Design, Implementation, Maintenance

Operating Systems

● ● ● ● ●

Windows, Linux

Operating Systems

● ● ● ● ●

Linux, Windows

Version Control

● ● ● ● ●

Git, Bitbucket, GitHub

Cloud & Virtualization

● ● ● ● ●

AWS, Docker, Kubernetes

Microsoft Office

● ● ● ● ●

Word, Excel

Inventory Management

● ● ● ● ●

Installation, Configuration, Maintenance