

Nicholas Chun Markus

Date of birth: 01/01/1993 | **Nationality:** Nigerian (Nigeria) | **Gender** Male | (+356) 99939920 | nicxzmiller2@gmail.com |
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● EDUCATION AND TRAINING

01/10/2018 – CURRENT – Pembroke, Malta
MASTERS IN BUSINESS INFORMATION SYSTEMS MANAGEMENT – Middlesex University

- Knowledge Management Strategies
 - Regulation of Electronic Commerce and Information Technology
 - Information Systems strategy and management
 - Information Systems quality management
- EQF level 7

02/10/2017 – 14/09/2018 – Pembroke, Malta
B.SC. COMPUTER SCIENCE – Middlesex University

- Robotics
 - Artificial Intelligence
 - DataWarehouse and Business Intelligence
 - Thesis
- QCF Level 6

19/01/2015 – 19/01/2016 – Abuja, Nigeria
INTERNATIONAL DIPLOMA IN COMPUTING – Afrihub Nigeria Limited (NCC Education)

- Agile Development
 - Analysis, Design, and Development
 - Database Design, and development
 - Dynamic websites
 - Information Systems Analysis
 - Networking Security and Cryptography
 - Professional Issues in IT
 - Computing Project
- QCF Level 5

16/02/2014 – 19/12/2014 – Abuja, Niger
INTERNATIONAL DIPLOMA IN COMPUTING – Afrihub Nigeria Limited (NCC Education)

- Computer Networks
 - Computer Systems
 - Databases
 - Designing and Developing object-oriented Computer Programs
 - Designing and Developing Website
 - office Solutions Development
 - Skills for Computing
 - Software Development Techniques
- QCF Level 4

11/01/2011 – 11/07/2011 – Jos, Nigeria
DIPLOMA IN COMPUTER ENGINEERING – Dimtech Numerique Sciences

- Disk Operating System (DOS)
- Windows
- Basic Electronics
- Power Supply
- Input Devices
- Monitor and power protection
- Motherboard, computer maths, system resources and conflict resolution, Memory
- Microprocessors, Computer Architecture, Batteries, Bios and Beep Codes
- Multimedia devices
- Hard Disks

18/09/2004 – 13/04/2010 – Gindiri, Nigeria
SECONDARY SCHOOL LEAVING CERTIFICATE – Boys Secondary School Gindiri

General

08/09/1996 – 22/06/2004 – Jos, Nigeria
PRIMARY SCHOOL LEAVING CERTIFICATE – St. Pirans Church school Jos

General

● LANGUAGE SKILLS

Mother tongue(s): ENGLISH

● WORK EXPERIENCE

03/08/2020 – CURRENT – Malta, Malta
IT SUPPORT ENGINEER – HEALTHCARE LOGISTICS LIMITED

- Providing **first and second-line software support** to assist **end-users with technical issues** that come up.
- **Managing** and **administering incident records** and **escalating** these incidents to the designated personnel according to the defined operational processes.
- **Developing end-user guide** and documentation.
- **Assisting in configuring** and implementing **new systems**.
- Maintaining Hospital information System
- Analysis and report of HL7 logs
- Maintaining Health informatics systems (ICM, LIS, RIS, PACS)

06/01/2020 – 07/04/2020
CLIENT SUPPORT SPECIALIST – IXARIS SYSTEMS LIMITED

Helping clients resolve platform issues via Zendesk.
Deploying new clients into the platform
Querying database to fetch clients' transaction information
Creating notifications on WordPress for clients
Using Jira for knowledge management
Creating and testing virtual cards

San Gwann, Malta

29/08/2018 – 07/11/2019
SOFTWARE SUPPORT ENGINEER – TEK-EXPERTS MALTA LTD

Software Support Engineer.
IT operations management (Operations management for Windows).

tek-experts.com | The Marina Business Centre Triq I-Abate Rigord Ta'Xbiex. MT., XBX 1129, Malta, Malta

13/02/2016 – 20/07/2016

COMPUTER SYSTEMS ANALYST – NAFDAC (NATIONAL AGENCY FOR FOOD, DRUGS, ADMINISTRATION AND CONTROL)

Computer Hardware and Software Troubleshooting
Computer Hardware Installations
Computer Software and Operating Installations
Software Security Handling
Network Troubleshooting and installation

Administrative and support service activities | Abuja, Nigeria

12/07/2011 – 14/03/2014

COMPUTER SYSTEMS ANALYST – DIMTECH NUMERIQUE SCIENCES

Computer hardware and software troubleshooting
Computer hardware and software Installation
Windows Server Installation
Network Troubleshooting and Installation

Jos, Nigeria

● **ORGANISATIONAL SKILLS**

Organisational skills

Good Team Leader.
I can also adapt to new environment easily.
I can work under pressure.
I make sure I achieve specified goal.

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Communication and interpersonal skills

I have good communication skill
Good Customer Relationship Skill
Good Team communication skill

● **JOB-RELATED SKILLS**

Job-related skills

Good Computer Systems Analyst and maintenance personality.
React Front-end developer.
PHP Front-end developer.