

Jeremiah O. Okoro

Application Support Engineer

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Summary

Highly motivated and result oriented Application Support Engineer and AI enthusiast with extensive experience in software development and geospatial technologies. Adept at collaborating with cross-functional teams to deliver reliable, high-quality software solutions. Known for exceptional communication and leadership skills, with a proven track record of meeting organizational goals efficiently and effectively. Passionate about quality and continuous improvement in all aspects of software engineering.

Tech Stack | Skills | Tools

- **Programming Languages:** Java, Python, JavaScript, SQL, Linux
- **Frameworks:** Spring Boot, Flask, React, Angular, Django
- **Ticket Support:** Jira, FreshDesk, Zoho
- **LLM Models:** ChatGPT, Gemini, Meta AI, Grok
- **Web Technologies:** HTML5, CSS
- **Methodologies:** TDD, BDD, Debugging, Troubleshooting
- **Databases:** MSSQL, MySQL, MongoDB, PostgreSQL, Redis
- **Protocols:** SOAP, REST, HTTP
- **Tools:** Git, Maven, Gradle, Docker, Jenkins, Jira
- **Concepts:** OOP, OOAD, SDLC, Load Balancing
- **Cloud Services:** AWS, Kubernetes
- **Testing:** JUnit, Mockito
- **Other Skills:** Scrum, Communication, Presentation

Work Experience

Rosabon Financial Service (Lagos, Nigeria)

Application Support Engineer

(Remote) Sep 2024 - Till

Present

- Provide prompt and effective remote support for a range of technical issues related to core banking, ERP, wealth management, and credit management portals, ensuring alignment with business requirements and system scalability.
- Collaborate with cross-functional teams to troubleshoot and resolve application issues, minimizing downtime and enhancing user experience.
- Conduct system analysis, monitoring and performance tuning to ensure robust and efficient operations of all financial platforms.
- Respond to and resolve customer incidents, queries, and complaints, accurately documenting all interactions.
- Assist staff with application installation and deployment, providing clear and concise training on the various features and functionalities.
- Troubleshoot third-party applications integrated with Rosabon's financial platforms.

Achievement:

- ❖ Developed AI powered chatbot for the company's Organization Knowledge Management System (Rosabon Wiki) by leveraging Google Gemini API, improving user satisfaction and increasing platform engagement by 15%

Revo Energy Africa (Lagos, Nigeria)

Software Engineer (Remote)

July 2023 - Sep 2024

- Designed, Developed, Implemented, and maintained responsive web products for the end users and enhance the front-end technology.
- Identified and resolved software bugs through systematic debugging, ensuring the stability and functionality of the code-base.
- Ensured product quality through code reviews and high-level unit and functional test coverage.
- Collaborated with other engineers to implement technical designs and requirements and ensure software adheres to the company's high-level technical standards.
- Worked with project managers, product designers, developers, quality assurance, and customers to resolve technical issues and document software functionalities.
- Installed and configured software applications and test solutions for effectiveness.

Achievement:

- ❖ Optimized web product performance for logistics operations, reducing delivery coordination time by 20% and improving overall efficiency.

Semicolon Africa (Lagos, Nigeria)

Software Engineer Apprenticeship (On Site)

May 2022 - July 2023

- Collaborated with a team of six Engineers to develop and maintain several scalable, secured, and high performance applications.
- Supported Software Development Life Cycle (SDLC) implementing Agile (scrum) methodologies.
- Assisted in building REST APIs using Java/Spring Boot for data and resource interchange among different units and departments in the company.
- Documented and maintained software functionalities.
- Participated in stand-up meetings and contribute to assigned sprint tasks when developing new project features.

Enugu Electricity Distribution Company Plc. (Enugu, Nigeria)

GIS Analyst / Technical Support (On Site)

July 2019 - May 2022

- Conducted Quality Assurance/Quality Control (QAQC) using ArcGIS and FME, on all geospatial data collected by GIS field enumerators, ensuring its accuracy and seamless integration into the GIS database.
- Analyze and present customers feedback and issue log reports and performance metrics to management.
- Conducted cross-departmental training on GIS applications, improving operational efficiency and fostering a culture of data-driven decision-making.
- Designed custom work-flows to collect, store, and analyze over 1.2 million building footprints and 6 million customer geographical data using tools such as FME, ArcGIS, Python, and SQL.
- Troubleshoot and resolve application issues, including connectivity, performance, and data integrity problems.
- Collaborated with field technicians and marketing teams to leverage GIS insights, optimizing customer identification and service delivery.

Achievement:

- ❖ Worked closely with the development team providing GIS support in implementing the “**Kpando App**”, integrating locational intelligence to empower GIS field enumerators, field technicians, and the marketing team in streamlining data collection and analysis thereby enhancing revenue collection process by 25%.

Projects

1. Smart Business Assistant:

Developed a **Smart Business Assistant app** powered by **Google Gemini AI** to enhance productivity in professional environments, enabling tailored response about general company information, job role specific queries, real-time meeting transcription, summarization, and actionable insights.

- **Tools:** Python, Flask, JWT, React, PostgreSQL, API Integration, Docker, Git

2. Loan Approval Prediction System:

Developed a predictive model and web app using Python to classify loan applicants in a financial service company.

- **Tools:** Python, Matplotlib, Pandas

3. Logistics Management System:

Built a logistics app for fast and safe delivery of items, accessible via browser.

- **Tools:** Java, Spring Boot, MongoDB, Maven, Spring Security

Education

Henley Business School, Oxford-shire, UK (Associated with Semicolon Africa)

Business Administration and Management

May 2023

Federal Polytechnic Nekede, Owerri, Nigeria

Higher National Diploma (Equivalent to BSc. in Nigeria)

Surveying and Geo-informatics

Oct 2015 - Oct 2017

Federal Polytechnic Nekede, Owerri, Nigeria

National Diploma

Surveying and Geo-informatics

Oct 2011 - Oct 2013

Certifications

- One Trust - Tech Risk and Compliance Professional
- HP LIFE - Agile Project Management
- LinkedIn Learning - Java Algorithm
- Sololearn - Java Intermediate
- Great Learning - Java Programming
- IBM (Coursera) - Python for Data Science and AI
- IBM (Coursera) - Database and SQL for Data Science