

GRACE ENE OGEBE

PROFESSIONAL SUMMARY

Practiced troubleshooter with excellent diagnostics and repair abilities, strong attention to detail and methodical approach. Boost system performance by thoroughly evaluating and correcting different hardware and software issues. Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company and security parameters. Adept at managing permissions, filters and file sharing. Proactive, talented communicator well-versed in all aspects of mobile app development. Results-oriented with more than 1 years of experience in IT industry. Solidifies client relations and growth through improved workflows and enhanced features. Deadline-driven professional offering a wealth of expertise in building apps for the emergency communications industry. Focused and driven with strengths in coding and bug resolution. Seeking a position to deliver top-notch, well-developed apps that provide service to first responders. Exceptionally gifted mobile app developer able to manage focused teams. Ambitious and dedicated with the drive to handle all types of situations.

SKILLS & ABILITIES

- ❖ Debugging
- ❖ Fiber Optics
- ❖ Computer maintenance and repair
- ❖ Client service
- ❖ Application installations
- ❖ Troubleshooting and diagnostics
- ❖ System upgrades
- ❖ Java Programing
- ❖ Surveys experience

EXPERIENCE

TECHNOLOGY OFFICER -MOBILE FORMS LIMITED

Internship Training

[May 2018- July 2018]

- ❖ Engaged end users and answered questions via email, phone, website live chat and in forums.
- ❖ Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- ❖ Documented all transactions and support interactions in system

for future reference and addition to knowledge base.

- ❖ Performed system analysis, documentation, testing implementation and user support for platform transitions.
- ❖ Gathered and submitted observational information in addition to required data points.

DESKTOP SUPPORT ENGINEER- ECOBANK NIGERIA

Internship Training

[January 2018 - May 2018]

- ❖ Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- ❖ Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- ❖ Helped streamline repair processes and update procedures for support action consistency.
- ❖ Patched software and installed new versions to eliminate security problems and protect data.
- ❖ Collaborated with vendors to locate replacement components and resolve advanced problems.
- ❖ Configured hardware, devices and software to set up work stations for employees.
- ❖ Removed and replaced malfunctioning components to correct hardware problems

EDUCATION

BACHELOR OF SCIENCE: ELECTRICAL ELECTRONICS ENGINEERING COVENANT UNIVERSITY - CANAAN LAND OTA OGUN STATE

[2013 - To Date]

HIGH SCHOOL DIPLOMA

BAPTIST HIGH SCHOOL - JOS PLATEAU STATE

[2007 - 2013]

CERTIFICATIONS

- ❖ July 2016 Oracle Certified Associate, Java SE 7 Programmer
- ❖ May 2017 CFOT® : Certified Fiber Optic Technician

INTERESTS

- ❖ Networking
- ❖ Programming
- ❖ Reading
- ❖ Chess
- ❖ Home Automation
- ❖ Basketball
- ❖ Football

