



Udoh Joseph Idongesit

Software Developer/ IT
Personnel

EXPERIENCE

April 2022 - Present

IT Support Engineer

Nerserve, Uyo, Akwa Ibom State

- Communicate technical issues to development team and obtain guideline for course of action.
- Create documentation to be used by clients across all our software modules.


2021 - Present

Grace Family Global Outreach

IT Administrator

- Introduce Office 365 as a tool to ensure real-time co-authoring and cloud syncing.
- Create users with O365 admin center and assign roles.
- Activate litigation & compliance with organizational vision and goals.
- Use PowerShell to perform troubleshooting when the need arises.
- Built a back-end management portal to model organizational structures using (HTML, CSS, JAVASCRIPT & PHP)

CONTACT

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Akwa Ibom State

I am a passionate young man who is enthusiastic about learning. I enjoy the company of visionary and creative young people. I am a dedicated professional with proven performance in management, leadership and communication. Detail-oriented in problem solving and planning, ready to make immediate contribution to your organization. I possess excellent communication, time management and computer skills. I am an adaptable professional with over 7 years of work experience with proven knowledge of leadership, problem solving and workflow prioritization. I am looking forward to working with the amazing growth contributors in your organization.

EDUCATION

2009

Fountain of Wisdom Schools, Lagos
High School Diploma

2017

University Of Uyo, Nigeria
Bachelor's Degree

SKILLS

Organizational Skills

 90%

Microsoft Certified Trainer (in view)

 70%

HTML, CSS & JAVASCRIPT

 75%

React JS

 70%



SKILLS

Node JS



PHP



Laravel



Helpdesk Support



Collaborative Team Player



Communication & Creativity



Training Junior Team members



Remote Technical Support



Office 365



Microsoft Exchange Online



Active Directory



Litigation hold & Compliance



MORE EXPERIENCES

January 2016 - Present

Brainspec Publishing, Uyo, Akwa Ibom State **Software Developer**

- Analyzed user needs and software requirements to determine feasibility of design within time and cost constraints.
- Created the company website (brainspecresearch.com) for publishing, buying and selling of books.
- Modified existing software to correct errors and provided new updates.

November 2021 - April 2022

Conoco Mutual Trust, Uyo **IT Support Intern**

- Prepared reports and correspondence concerned project specifications, activities and status.
- Built internal software to capture and automate users data for their Thrift Savings Product
- Performed general maintenance of their websites.

March 2022 - September 2022

Candordev Solutions, Lagos **Cloud Computing Trainee**

- Performed Email sanitations through Exchange Online protection.
- Managed M365 Teams environment (Including managing Guests and privacy issues).
- Created custom email for members of the organization connected to Microsoft Outlook.
- Encrypted messages using Office 365 message Encryption.
- Applied Retention Policy on mailboxes.
- Managed Mailboxes including Shared mailboxes.
- Created VM's for targeted organizational missions.
- Worked with Azure Active Directory.
- Certified Microsoft Trainer (In View)



MORE EXPERIENCES

June 2015 - January 2019

Nanosoft Technology, Uyo

IT Support intern

- Provided feedback and recommendations to developers on software usability and functionality.
- Identified, analyzed and documented problems with program function, output, online screen and content.
- Participated in product design reviewed to provide input on functional requirements, product designs, schedules and potential problems on <https://www.nersapp.com>
- Collaborated with field staff and customers to evaluate and diagnose problems and recommended possible solutions.

October 2015 - February 2016

Fejokay Nigeria Limited

Software Developer (Freelance)

- Developed a bulk SMS Platform for sending bulk messages.
- Trained users to use new or modified software.
- Prepared reports or correspondence concerning project specifications, activities or status for upcoming projects.

LANGUAGES

ENGLISH



YORUBA(Native)



IBIBIO (Native)




REFERENCES

EMMANUEL HANDLEY HART

Nerserve Limited.

(Co-founder Nersapp)


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EMMANUEL JACKSON

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(Head of Administration)

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