Terence Onyekachi

I.T. Systems Support Officer

Details

Ikeja, Lagos.
Nigeria.
07085429640
Terenceonyekachi@gmail.com

PORTFOLIO LINK

https://terence-onyekachi-portfolio.netlify.app

Skills

Web development
Customer Service
Computer hardware Repairs
UI Designing
Ability to Work in a Team
Communication Skills

Tools

Visual Studio Code
Microsoft Office
Figma
Corel Draw
GitHub
AnyDesk

Profile

A dedicated I.T. officer with substantial experience in that position. Record of success in developing and executing strategic initiatives, leading teams and managing complex projects. Possesses an expanded set of skills, including excellent communication, problem-solving, and organizational abilities. also a team player experienced in providing exceptional customer service. Proven ability to remain calm and professional in high-stress situations while being able to quickly and effectively resolve customer complaints. Possesses exceptional communication, organizational and multitasking skills. Committed to providing the highest quality service and creating a positive customer experience. With expertise in planning, designing, and implementing high-quality websites. Skilled in HTML, CSS, JavaScript, and WordPress. Proven ability to quickly understand requirements, create innovative solutions, and complete projects within tight deadlines.

Employment History

FRONT DESK UPDATER, AMERICAN AIR SEA CARGO LOGISTICS Isolo

FEBRUARY 2023 - OCTOBER 2023

- Processed payments received from customers via cash or credit card transactions accurately and efficiently.
- Managed incoming calls, directing them to appropriate staff members or taking detailed messages as necessary.
- Performed data entry and administrative duties such as filing, scanning documents, updating databases.
- Demonstrated excellent customer service skills by responding to inquiries and resolving complaints promptly and courteously.

I.T. SYSTEM SUPPORT OFFICER, REDSTAR PLC HEADQUATER Oshodi / Isolo

JANUARY 2022 - NOVEMBER 2022

- Identified causes of networking problems, using diagnostic testing software and equipment.
- Configured and defined parameters for installation and testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, and related networking equipment.
- Ran monthly network reports.
- Conducted regular maintenance activities on the network infrastructure including patching, upgrading, and monitoring performance.
- Assisted in developing data backup plans for mission-critical information stored in databases.

SOFTWARE / HARDWARE ENGINEER INTERN, REDSTAR PLC

Oshodi / Isolo

JANUARY 2021 - NOVEMBER 2021

- Provided support for end users by resolving issues related to the deployed applications.
- Participated in the full software development life cycle (SDLC) from requirements gathering through system implementation.
- Developed and implemented software solutions utilizing Agile methodology, JavaScript, HTML, CSS and React.js.
- Developed page layouts and navigations, presenting designs and concepts to clients and management for review.
- Determined design requirements and analyzed user feedback to improve design quality.
- Applied innovative solutions for product design, visuals and user experience to meet needs of individual web development projects.

Education

BACHELOR OF TECHNOLOGY, FEDERAL UNIVERSITY OF TECHNOLOGY OWERRI

Owerri

DECEMBER 2016 - JANUARY 2023

WAEC, COMMAND DAY SECONDARY SCHOOL, OSHODI

Oshodi

SEPTEMBER 201 - JUNE 2016

FEDERAL UNIVERSITY OF TECHNOLOGY
OFFICE OF THE REGISTRAR

P.M.B. 1526
Owerri, Nigeria.
Telegrams: FEDUNITECH
E-mail: registrar@futo.edu.ng
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VICE CHANCELLOR: **PROF. (MRS.) NNENNA N. OTI,** JP, RSS
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AG. REGISTRAR: **BARR. H.O. MEZIEOBI**
LL.B(hons), B.L., LL.M, FCAI, MNIM, MANUPA

June 26, 2023

Our Ref: REG/EXAMS/GEN. 36/

ONYEKACHI, Terence Tochukwu (20161971186)
Department of Information Technology
School of Information and Communication Technology
Federal University of Technology, Owerri

STATEMENT OF DEGREE RESULT

I am pleased to inform you that the result of the _____ 2020/2021 Rain Semester _____ Degree Examinations show that you have satisfied all the requirements for the award of the Degree of

Bachelor of Technology (B.Tech) in
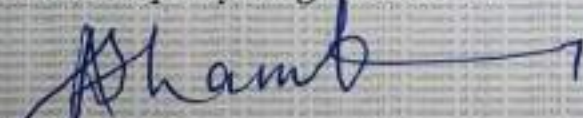Information Technology

Second Class Honours Lower Division (2^2)

in the Department of _____ Information Technology

The Vice Chancellor has on May 24, 2023
executively approved the result on behalf of the Senate of the **Federal University of Technology, Owerri.**

The Degree will be conferred on you at the next Convocation Ceremony of the University.

Please accept my congratulations.

E.A. Osuji
REGISTRAR

FEDERAL UNIVERSITY OF TECHNOLOGY
OWERRI
EXAMINATION UNIT
Registry Department