

# ***Anthony Chidubem Mmadumbu***

***Ologuneru, Ibadan, Oyo State, Nigeria.***

***+234 (0) 703 1280 503***

***dubemanthony@gmail.com or chidubem\_anthony@yahoo.com***

## **IT Specialist**

Anthony earned his Bachelor's degree in Computer Engineering from Michael Okapara University of Agriculture, Umudike in Nigeria and has been in the IT industry for three years. While working for over two years as IT support officer with Eleven Eleven Twelve Foundation; a nonprofit organization in Ibadan, he helped elevate staff productivity rate by providing timely and efficient IT troubleshooting and resolution technics. After his University Degree, Anthony joined New Horizons Computer Learning Centre, Ibadan; an IT training firm where he doubled as a computer appreciation tutor and sales representative for a year. These experiences have sharpened his computer troubleshooting, networking, and repair skills, he is also respected for thinking "outside the square" for more effective outcomes, independent work habits and an instant grasp of new technologies. Known to steer streamlined operations within a cost-effective and productive I.T. function.

Anthony is an IT enthusiast passionate about helping people and businesses achieve more with technology.

## **Personal Details**

Place of Birth: Nsukka, Enugu State.

State of Origin: Anambra State, Nigeria.

Residential Address: Okwuta-Ibeku, Umuahia, Abia state.

Nationality: Nigerian

Marital Status: Single

## **Professional strengths include:**

- Strategic planning
- Team management/training
- Performance appraisals
- Staff succession planning

- Technical troubleshooting
- Budgeting and forecasting
- Help Desk Management
- System expandability & reliability
- Project management
- Vendor relationships
- Proposal development
- Operations/infrastructure management
- System/network process controls
- Workflow prioritization
- Customer service delivery
- Productivity enhancement

## **SKILLS:**

- Excellent knowledge of Computer Hardware and Software Maintenance (Microsoft Operating System)
- Local Area Network Maintenance
- UX development (using HTML5 and CSS3)
- Web development using WordPress, HTML5, CSS3.
- Graphic design (Using Adobe Photoshop, Adobe Illustrator & CorelDraw),
- Project Planning.
- Good communication skill, both oral and written in English and Igbo languages.
- Analytical Skill.
- Good Report writing.
- Ability to work under moderate pressure and effectively in a team.
- Strong work ethics and maintain confidentiality of records at all time.
- Ability to work focused and with minimal supervision.
- Have enhanced skills in research using both computer and non-computer-based methods.
- Ability to maintain effective working relationships with employees, professionals and the public at large.
- Ability to adapt to changes as well as engage in problem solving.

## **EDUCATION AND CERTIFICATIONS:**

- 2063 Solutions participant: Class of 2020.
- CompTIA A+ New Horizons Computer Learning Centre (26-09-2019)
- (N.Y.S.C.) Certificate of National Service (25-07-2019).
- Google Digital skills for Africa, The Fundamentals of Digital Marketing (28-05-2019)
- B.Eng. Computer Engineering,
- Michael Okapara University of Agriculture, Umudike, Abia State (2011- 2016)
- O'Level Certificate, Senior Secondary School Certificate Examination (SSCE),
- Marist Brothers' Juniorate, Uturu, Abia State (2004 – 2010)

- Frist School Leaving Certificate, Shalom International Nursery and Primary School, Nsukka, Enugu State. (1999-2004)

#### **BENCHMARKS & MILESTONES**

- Resolved internal customer's complaints.
- Elevated staff productivity rates by more than a third, setting the standard for achievable goals in staffs' yearly performance evaluations.
- Successfully deployed MS 365 and migrated organization data to the cloud.
- Retrained staff members on how to use MS 365.
- Deployed virtual working platforms for staff members during the COVID-19 "work from home" order.
- Technical Host of a Virtual 2020 World Environment Day Symposium, with the Head of climate change at the British High commission Sean Melbourne and the Swedish Ambassador to Nigeria, Ghana and Cameroun Carl Michael Gräns in attendance.
- Technical Host of a one-week virtual bootcamp for Africa business start-ups using Microsoft Teams.
- Monitored the Zoom Webinar platform used for the 2020 Africa Green Awards.

#### **EMPLOYMENT SNAPSHOT**

ALLUVIA UNIQUE CONCEPTS LTD./ ELEVEN ELEVEN TWELVE FOUNDATION, Ibadan. IT System Officer

August, 2018–Present

Duties:

- IT help desk support:
  - a. Installing and configuring computer hardware, software, systems, networks, printers and scanners.
  - b. Monitoring and maintaining computer systems and networks.
  - c. Responding in a timely manner to service issues and requests.
  - d. Providing technical support across the company in person.
  - e. Setting up accounts for new users.
  - f. Repairing and replacing equipment as necessary.
  - g. Testing new technologies.
  - h. Training and retraining of staff members on new technologies.
- Graphics design.
  - a. Developing contents into graphics for social media use.

- b. Graphical Design of quarterly Newsletters.
- Website maintenance.
  - a. Backup of websites.
  - b. Updating organisation website with latest happenings.
  - c. Publishing of Blogs.

NEW HORIZONS COMPUTER LEARNING CENTER, Ibadan. I.T. Tutor/ Sales officer

August, 2016– June, 2018

Duties:

- I.T. sales representative:
  - a. Generating leads.
  - b. Meeting and exceeding sales goals.
  - c. Answering client questions about products and services price and availability.
  - d. Preparing weekly and monthly reports.
  - e. Giving sales presentations to a range of prospective clients.
  - f. Coordinating sales efforts with marketing programs.
  - g. Understanding and promoting company services.
  - h. Obtaining deposits and balance of payment from clients.
  - i. Visiting clients and potential clients to evaluate needs and promote products and services.
  - j. Maintaining client records.
- Graphics design tutor & Computer appreciation tutor.

HANDS-ON INSTITUTE OF TECHNOLOGY, Lagos, Junior Web Developer, Internship

April, 2015-sept., 2015

Duties:

- Front-end junior web developer with HTML5 and CSS3.
- I.T. help desk support:
  - a. Installing and configuring computer hardware, software, systems, networks, printers and scanners.
  - b. Monitoring and maintaining computer systems and networks.
  - c. Responding in a timely manner to service issues and requests.
  - d. Repairing and replacing equipment as necessary

**OBJECTIVE:**

I am a diligent, interdependent and proactive worker, willing to learn, acquire more skills, as well as use all acquired knowledge efficiently and effectively to ensure that the organization achieves all set goals and objectives.

**REFEREES**

- Engr. Ede Cyril

Senior lecturer, Computer Engineering Department, Micheal Okpara University of Agriculture, Umudike, Abia state.

Email: ede.cyril@mouau.edu.ng

Tel: +234 8066 576 058

- Mr. Zadok Adeleye

Team Lead, Eleven Eleven Twelve Foundation, Ibadan, Oyo state.

Email: zadok.adeleye@eetfoundation.org

Tel: +234 8064 121 496