CHARLES AIYENIGBA

IT SUPPORT SPECIALIST | TECHNICAL WRITER

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PROFESSIONAL SUMMARY

Dynamic IT Specialist with over 3 years of experience in technical support and system analysis. Proven ability to reduce software downtime by 20% and restore systems swiftly, demonstrated through effective troubleshooting. Skilled in providing remote IT support and enhancing project efficiency. Committed to leveraging expertise in IT support to drive operational excellence and meet the unique needs of prospective employers and clients.

WORK EXPERIENCE

GRACETECH GROUPS   **Abuja, FCT**
Technical Assistant   **JANUARY 2025 TO DATE**

- Facilitate high-level technical support for the Executive Chairman.
- Installing, crimping, and testing RJ45 Ethernet cables, enhancing network efficiency, and significantly reducing connectivity issues.
- Leveraging RustDesk for seamless remote IT support.
- Conduct software troubleshooting, system diagnostics, and issue resolution to maintain operational continuity.
- Assist in proposal development and strategic initiatives to improve IT infrastructure.

INDEPENDENT NATIONAL ELECTORAL COMMISSION (INEC)   **Abuja, FCT**
IT Support/System Analyst   **JANUARY 2024 - October 2024**

- Delivered IT support for over 50 users, achieving a 20% reduction in software downtime through efficient troubleshooting and process automation.
- Diagnosed and resolved a widespread 'BSOD' (Blue Screen Of Death) issue caused by a faulty CrowdStrike update, restoring over 20 systems in under an hour using Safe Mode and manual update removal via the Windows terminal.

QUERYFIER LLC   **Abuja, FCT**
Data Scientist (Intern)   **AUGUST 2023 - November 2023**

- Conducted comprehensive data analysis and developed predictive models to drive business growth, leveraging machine learning techniques and data-driven insights.

CENTRE FOR APPLIED MACHINE LEARNING AND DATA SCIENCE   **Abuja, FCT**
Technical Researcher (Intern)   **AUGUST 2023 - November 2023**

- Developed and published comprehensive technical content on data science and machine learning, increasing accessibility to complex concepts for the target audience.

LUSTACK LLC   **Abuja, FCT**
Software Quality Assurance Engineer (Team Lead)   **JULY 2023 - August 2023**

- Led a QA test team to ensure exceptional software quality, employing Notion for thorough documentation and enhanced collaboration.

INDEPENDENT NATIONAL ELECTORAL COMMISSION (INEC)   **Abuja, FCT**
IT Support/System Analyst   **JANUARY 2022 - March 2023**
- Provided technical support for electoral staff, swiftly resolving various hardware and software issues.

MTN SALMANA VIEWS AND COMMUNICATIONS   **Abuja, FCT**
IT Intern   **JULY 2020 - December 2020**
- Executed efficient troubleshooting and driven advancements in network service provider operations.

EDUCATION

FEDERAL UNIVERSITY LOKOJA   **LOKOJA, KOGI**
Bachelor of Science, Major in Computer Science   2023

SKILLS

Systems Administration - IT Remote Support - IT Support - RustDesk - Google Workspace - Microsoft Office Suite - RJ45 Ethernet Cable Crimping - Linux - Python Scripting - Data Science - Git - Sentiment Analysis - Prompt Engineering - Technical Documentation - Problem-Solving - Critical Thinking - Team Collaboration - Communication - Technical Writing - Adaptability.

CERTIFICATIONS

- **Applied Data Science Lab - WorldQuant University**
- **Introduction to Cybersecurity- Cisco**
- **Cybersecurity Essentials - Cisco**
- **Crash Course on Python - Coursera/Google**
- **Career Essentials in Cybersecurity by Microsoft and LinkedIn**
- **Introduction to Computers and Operating Systems and Security**
- **Introduction to Networking and Cloud Computing**

PUBLICATIONS

- **Run your ChatBot Locally (No Data, No Problem)**
- **The Human Factor in Social Engineering**
- **A Windows User's Guide to Linux: Assessment of WSL, Virtual Machines & Dual Boot**
- **Understanding the Basic Principles of the Web**
- **Sentiment Analysis with Python: A Rookie's Guide**
- **A Step-by-Step Guide to Creating a Python To-Do List App**
- **Comparing Python to Other Programming Languages: Pros and Cons**
- **A Step-by-Step Guide: Installing and Setting Up Python on Ubuntu 22.04**
- **Sentiment Analysis of the 2023 Nigerian Presidential Elections (*B.Sc Project Work*)**

LANGUAGES

- English (Official Language)
- Yoruba (A2)