Isikhuemwen Joel Azeta

ajfizzle310@outlook.com | (832) 600-4472 | LinkedIn: Isikhuemwen Azeta |Github: ajfizzle | Hockley, Texas 77447

CAREER OBJECTIVE

To leverage my technical skills and customer service expertise as a Support and Quality Engineer, providing exceptional technical support to clients, performing quality inspections, diagnosing and troubleshooting technical issues, and collaborating with cross-functional teams to enhance product functionality and ensure customer satisfaction.

SUMMARY OF SKILLS

- Proficient in identifying and recommending process improvements for effective business delivery.
- Effective both independently and as a collaborative team member.
- Excellent multitasking, problem-solving, and resource management skills.
- Strong time-management, creative thinking, customer service, and communication skills.
- Eager to acquire new skills and apply them to achieve results.

CORE COMPETENCIES

- ADB Debugging, Log Analysis, Insomnia, & Postman
- Active Directory and SSO administration (SAML & OAuth)
- Knowledge of RESTful APIs and API Integration (Salesforce, Calendly, Zapier, Okta, HubSpot)
- Understanding of H.323 and SIP protocols
- Familiar with Switches, Routers, CRM, Firewalls, VPN, DNS, DHCP, TCP/IP, FTP, SFTP
- Familiar with Bootstrap, CSS, Git, HTML, JavaScript, jQuery, Node JS, PostgreSQL, SQL, NoSQL
- Knowledge of SMTP, IMAP, POP
- Cloud Services (GCP, Azure)
- Desktop/Laptop/Mobile Installation & Configuration
- Documentation and collaboration tools (Confluence, Coda, Asana, Miro)
- Encryption & SCCM
- Exchange, Office 365, GSuite Administration
- Jira, Jenkins, Testrail, Docker, Splunk, ngrok, VS Code
- Learning Management Systems (LTI Pro, Moodle, Canvas)
- Operating Systems (Windows, Mac, Linux)
- Polycom, Avaya, CISCO Phones (VoIP) Setup & Configuration
- Printer Configuration & Setup (local/network) and other peripherals
- Regulatory Compliance (HIPAA, FedRAMP)
- Software Testing (Functional)
- Ticketing Systems (ServiceNow, Zendesk, Remedy)
- Zoom, Slack, Microsoft Teams, Google Meet, WebEx

PROFESSIONAL EXPERIENCE

Sr. Product Support Specialist,
Helium 10 / Pacvue,   Hockley, Texas   **05/2023 – Current**
Responsibilities:

- Oversee the completion of assigned Tier 3 tickets, educate customers on proper usage, and collaborate with Product teams to resolve issues.
- Collect and summarize customer feedback and product usage issues for communication to Product teams.
- Provide "voice of support" feedback to proactively address customer issues and influence product changes.
- Document common troubleshooting issues, support readiness materials, and frequent customer inquiries for internal FAQs/training and external help center articles.
- Communicate cross-functionally using a ticketing system to convey issues without guidance.

Quality Engineer,
Zoom Video Communication, Hockley, Texas   **07/2021 – 02/2023**
Responsibilities:

- Created detailed, comprehensive, and well-structured test plans and cases for enterprise-level projects.
- Estimated, prioritized, planned, and coordinated quality testing timelines.
- Partnered with stakeholders (PMs, UX Designers, Technical Support, and CSMs) in an agile environment to understand customer needs and process flows.
- Reviewed quality specifications and technical design documents to provide timely and meaningful feedback.

Technical Support Engineer,
Zoom Video Communication, Overland Park, Kansas   **05/2019 – 07/2021**
Responsibilities:
- Identified bugs, reported to the engineering team, and assisted with testing/validating bug fixes.
- Resolved over 95% of cases without escalation and improved internal and external support documentation.
- Prioritized work based on severity and urgency while balancing client and business needs.
- Provided support with troubleshooting and resolving technical issues escalated from end-users to adhere to SLA.

Technical Solutions Analyst,
Cerner Corporation, Kansas City, Kansas   **11/2016 – 05/2019**
Responsibilities:
- Followed ITIL guidelines and best practices for ITSM, aligning IT services with Cerner's policies.
- Documented notes, activities, resolutions, and knowledge articles throughout investigations.
- Conducted complex troubleshooting investigations using frontend and backend methods, including capturing log files, querying tables, updating database fields, updating/cycling servers, shadowing end users, and testing workflows.

IT Support Analyst,
KAM Info Group, Houston, Texas   **04/2016 – 09/2016**
Responsibilities:
- Installed and performed minor repairs to hardware, software, and peripheral equipment following design or installation specifications.
- Referred major hardware or software problems to vendors or technicians for service.
- Set up equipment for new and existing employees, ensuring proper installation of cables, operating systems, and appropriate software.

Deskside Support Intern
Reed Smith LLP, Houston, Texas   **03/2015 - 01/2016**
Responsibilities:
- Provided general and second-level application and hardware support to end-users.
- Maintained required recordkeeping, including logging issues into the call tracking database and the ticketing system, updating activity logs, and maintaining equipment database and inventory.
- Ran weekly/monthly reports of equipment temperatures to ensure full functionality and set up devices for new and existing staff/attorneys, educating them on device use.

EDUCATION
- **UT Coding Boot Camp, Remote, Texas**   **In-Progress**
  Certificate, Web Development
- **Keller Graduate School of Management, Houston, Texas**   **2015**
  Master, Information Systems Management
- **Ambrose Alli University, Ekpoma, Edo State, Nigeria**   **2007**
  Bachelor, Agricultural Economics

AFFILIATIONS
- Member, Association of Information Technology Professionals (AITP)
- Member, Institute of Electrical and Electronics Engineers (IEEE)