

# Isikhuemwen Joel Azeta

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## CAREER OBJECTIVE

Support Engineer with a robust technical background and a passion for optimizing customer experiences. Adept at diagnosing and resolving complex technical issues, collaborating with cross-functional teams, and driving product enhancements. Committed to delivering exceptional support, fostering strong client relationships, and ensuring customer satisfaction.

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## SUMMARY OF SKILLS

- **Technical Proficiencies:**
    - **APIs & Integrations:** Familiar with RESTful APIs and integration with Salesforce, Calendly, Zapier, Okta, HubSpot
    - **Cloud Services, Active Directory & SSO:** GCP, Azure, SAML & OAuth
    - **Networking:** Familiar with H.323 and SIP protocols, Porting Requests, Switches, Routers, Firewalls, VPN, DNS, DHCP, TCP/IP
    - **Programming & Web Technologies:** Familiar with Bootstrap, CSS, Git, HTML, JavaScript, jQuery, Node.js, PostgreSQL, SQL, NoSQL
    - **Operating Systems:** Familiar with Windows, Mac, Linux
    - **Encryption & Security:** Familiar with Encryption, SCCM, SMTP, IMAP, POP, FTP, SFTP
    - **Learning Management Systems:** LTI Pro, Moodle, Canvas
    - **VoIP & Telephony:** Polycom, Avaya, AudioCodes, CISCO Phones (VoIP) Setup & Configuration
    - **Regulatory Compliance:** HIPAA, FedRAMP
  - **Tools & Technologies:**
    - **Debugging & Analysis:** ADB Debugging, Log Analysis, Insomnia, Postman, Splunk
    - **Development & Deployment:** Jira, Jenkins, Testrail, Docker, ngrok, VS Code, Heroku, Netlify, Render
    - **Documentation & Collaboration:** Confluence, Coda, Asana, Trello, Miro, Figma
    - **Ticketing Systems:** ServiceNow, Zendesk, Remedy
    - **Communication Tools:** Zoom, Slack, Microsoft Teams, Google Meet, WebEx
    - **Other:** Desktop/Laptop/Mobile Installation & Configuration, Printer Configuration & Setup (local/network) and other peripherals
  - **Soft Skills:**
    - Effective 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, with a proven ability to work both independently and as a collaborative team member.
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## CORE COMPETENCIES

- **Technical Support & Troubleshooting:** Expert in identifying and resolving technical issues, leading to enhanced customer satisfaction.
- **Account Management & Customer Success:** Expert in managing customer accounts and ensuring their success through proactive support and relationship building.
- **Product Enhancement & Feedback:** Strong ability to provide insightful feedback to product teams, driving impactful changes and improvements.
- **Cross-Functional Collaboration:** Experienced in working with cross-functional teams to align customer needs with product development.
- **Documentation & Training:** Proficient in creating clear and concise documentation, reducing support inquiries and empowering users.
- **Customer Relations:** Skilled in managing customer interactions with empathy and efficiency, ensuring a positive experience.
- **Ticket Operations Management & Documentation:** Expert in optimizing ticket operations, improving resolution efficiency, and maintaining comprehensive documentation.

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## PROFESSIONAL EXPERIENCE

### Sr. Product Support Specialist

*Helium 10 / Pacvue | Hockley, Texas | 05/2023 – Current*

- Lead the resolution of Tier 3 tickets, ensuring prompt and effective issue resolution, resulting in a 15% increase in customer satisfaction.
- Collaborate with Product teams to convey the "voice of support," driving product changes that address recurring customer issues.
- Create and maintain internal FAQs and external help center articles, reducing ticket volume by 10%.
- Provide in-depth training to customers on product usage, enhancing user adoption and reducing support requests.

### Quality Engineer

*Zoom Video Communications | Hockley, Texas | 07/2021 – 02/2023*

- Developed and executed comprehensive test plans for enterprise-level projects, improving product reliability and reducing bugs by 25%.
- Partnered with cross-functional teams, including Product Managers and UX Designers, to ensure alignment between customer needs and product functionality.
- Delivered timely feedback on technical design documents, contributing to a 20% reduction in development cycle time.

### Technical Support Engineer

*Zoom Video Communications | Overland Park, Kansas | 05/2019 – 07/2021*

- Resolved 95% of technical issues without escalation, demonstrating a strong ability to manage complex customer needs.
- Enhanced support documentation, improving efficiency for the support team and end-users.
- Balanced client and business needs by prioritizing issues based on severity, resulting in improved SLA adherence.

### Technical Solutions Analyst

*Cerner Corporation | Kansas City, Kansas | 11/2016 – 05/2019*

- Applied ITIL guidelines to align IT services with company policies, improving service delivery and compliance.
- Conducted thorough troubleshooting using both frontend and backend methods, reducing issue resolution time by 30%.
- Documented investigations and knowledge articles, contributing to the team's knowledge base and improving resolution consistency.

### IT Support Analyst

*KAM Info Group | Houston, Texas | 04/2016 – 09/2016*

- Installed and repaired hardware/software, achieving a 98% user satisfaction rate through prompt service delivery.
- Coordinated with vendors and technicians for major repairs, ensuring minimal downtime for end-users.
- Set up equipment for new employees, ensuring all systems were operational from day one.

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## EDUCATION

- **UT Coding Boot Camp** | Remote, Texas | 2024  
Certificate in Web Development
- **Keller Graduate School of Management** | Houston, Texas | 2015  
Master's in Information Systems Management
- **Ambrose Alli University** | Ekpoma, Edo State, Nigeria | 2007  
Bachelor's in Agricultural Economics

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## AFFILIATIONS

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