

Osuji Chinonso Charles



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Professional Summary

Hardworking, kind, and adaptable professional with a passion for continuous learning. Experienced in vehicle inspection, technical support, and technology-driven solutions. Skilled in software engineering, cybersecurity, and digital tools, with a strong background in project management and client support.

Work Experience

Salem Quest Limited – Technical Support Manager

June 2024 – February 2025

- Provided IT and technical support to clients, ensuring timely resolution of issues.
- Managed customer relations, ensuring client satisfaction and retention.
- Coordinated troubleshooting, system updates, and team communication.

Bolt – Vehicle Inspector Officer

January 2021 – June 2023

- Conducted vehicle inspections and ensured compliance with company standards.
- Assisted drivers with onboarding, technical checks, and documentation.
- Supported customer safety and service quality improvements.

Education

- **Degree in Cybersecurity**, Lincoln University College
 - **Diploma in Software Engineering**, Lincoln College of Science, Management, and Technology
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Certifications

- Cisco: Endpoint Security & Malware Analysis
 - ALX: Virtual Assistance
 - Additional professional certificates in cybersecurity, digital resource management, and IT tools
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Key Skills

- Front-End Development (HTML, CSS, JavaScript)
 - UI/UX Design (Wireframing, Prototyping)
 - Cybersecurity (Endpoint Security, Malware Analysis)
 - Graphics Design (CorelDraw, Canva)
 - Virtual Assistance & Administrative Support
 - CCTV Surveillance & Smartphone Tracking
 - Project Management & Client Relations
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