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CHESACHI KALU

IT Support | Cloud Administration | Technical Support

PROFESSIONAL SUMMARY

Versatile Technical Specialist with a strong foundation in IT support, software engineering, cloud infrastructure, and DevOps, combined with experience in customer-focused roles. Proficient in Azure and system administration, with a solid background in remote call center operations, troubleshooting, and optimizing both user and customer experiences. Skilled in diagnosing and resolving technical issues using strong problem-solving abilities, while leveraging expertise in various operating systems and software applications to provide effective solutions and support for customers.

EXPERIENCE / EMPLOYMENT HISTORY

USER SUPPORT TECHNICIAN   Sep 2023 – Oct 2024
NearPays-Digital Banking   *Remote*

- **Remote technical support:** Assisted users with troubleshooting, upgrades, installations, and system diagnostics via online portals and remote desktop software.

- **User Training:** Provided personalized advice on issues and training to users on the effective use of platforms and products.

- **Ticketing System/Documentation:** Documented and prioritize user issues, escalating complex cases to ensure timely and effective resolutions.

- **User Feedback:** Continuously reviewed customer feedback and support logs to identify recurring issues and implement improvements.

- **System Updates:** Implement regular software updates and security patches, significantly improving system performance and platform reliability.

AZURE CLOUD ADMINISTRATOR INTERN   Jan 2023 - Sep 2023
NearPays-Digital Banking   *Remote*

- Assisted in onboarding of new employees, creating and managing user accounts, groups, and roles within Azure AD,

- Configured subnets, network security groups, and VPNs within Azure, enabling secure and efficient communication between resources.

- Offered line support for technical issues related to Azure and Microsoft 365, resolving user queries and enhancing productivity across departments.

- Monitor applications with Azure tools, tracked budgets and expenses.

- Configured backup and recovery solutions for Azure resources, ensuring business continuity and minimizing data loss risks.

- Automate deployments with Azure DevOps, cutting deployment time by 40%

AIRCRAFT ENGINEER & IT TECHNICIAN   Apr 2018 - Feb 2023
Dornier Aviation   *Abuja, Nigeria*

- Conducted aircraft maintenance, reducing downtime by 40% through precise troubleshooting.

- Maintained detailed logs and reports for maintenance activities, using digital platforms to organize records, track maintenance schedules, and manage inventory.

- Provided IT support for maintenance office, ensuring seamless network and software operations.

- Mentored junior engineers, fostering teamwork and continuous learning.

- Interpreted technical schematics digitally, improving accuracy and accessibility.

EDUCATION

GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE   Dec 2023 – Jul 2024
Google - Coursera
Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems,
system administration, and security, and includes hands-on labs

FULL-STACK SOFTWARE ENGINEERING   Sep 2022 - Nov 2023
ALX Africa

Developed skills in programming, networking, and cloud infrastructure management through a rigorous 12-month program.

AIRCRAFT MAINTENANCE ENGINEERING DIPLOMA   Jun 2013 - Oct 2016
Nigerian College of Aviation Technology

Acquired hands-on experience with troubleshooting complex systems, emphasizing root cause analysis and problem-solving. Gained proficiency in interpreting technical schematics.

SKILLS

Technical Support, Problem Solving, Windows, Python, Linux, Troubleshooting, Mac OS, AWS, HTML, Azure, System Administration, Shell Scripting, Project Management, GitHub Actions, Documentation, MS365, Hardware Installation, Customer Service, Software Installation, Network Setup, User Training, Servers.

CERTIFICATIONS

GOOGLE IT SUPPORT   *Google*

AZURE ADMINISTRATOR   *Microsoft*

DEVOPS ON AWS   *Amazon Web Services*

MICROSOFT AZURE FUNDAMENTALS   *Microsoft*

PROJECTS

Ticketing Help Desk System

A fully functional help desk system for handling customer support tickets, deployed on an Azure virtual machine. Built With: LAMP Stack (Linux, Apache, MySQL, PHP), osTicket 1.17.2, Azure Cloud

Bobo

Web app for parents to monitor, track and log the growth, development and milestones of their babies. Built With: Django, HTML, CSS

LINKS

LinkedIn Profile: www.linkedin.com

Github Profile: github.com

Ticketing Help Desk System Live Demo: 52.156.20.186.

REFERENCES

Victor Daniyan, Founder @Nearpays and Yourrider *(Victor@nearpays.com)*.

Luke Olawale, CTO @ Nearpays *(luke@nearpays.com)*.