

# Chinedu Okolie

## Computer Engineer

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Versatile Computer Engineer conversant in all aspects of technology of business operation and development. Eager to grow alongside companies' IT needs and technical arsenals. Committed to maintaining maximum uptimes and optimal operational efficiencies through budget-friendly oversight and effective technical expertise.

## Skills

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Technical Analysis  
Desktop and laptop installations  
Hardware and software installation  
Virus and malware prevention  
Network component installations  
Technical Support  
Project Management  
Email account set up  
Software diagnosis  
Complaint resolution  
Good listening skills  
Administrative support  
Money handling abilities  
Creative problem solving

## Work History

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**2020-08 - Current**

### Support Staff Member

*DavoDani Microfinance Bank, Lagos, Lagos State*

- Provided primary customer support to internal and external customers in fast-paced environment.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided information to customers regarding charge accounts and loyalty program and helped to open and activate new accounts.

- Resolved issues with systems, hardware and telephones quickly and accurately.
- Identified and solved technical issues using variety of diagnostic tools and tactics.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Installed, modified and repaired software and hardware to resolve technical issues.
- Assisted employees with making copies, sending faxes and filing paperwork.
- Communicated with clients on behalf of staff to relay messages and information.

**2018-08 - 2020-04**

## **Volunteer**

*Oba Ewuare II Foundation, Benin, Edo State*

- Prioritized and rearranged tasks to meet changing demands.
- Monitored and maintained high level of on-time delivery reliability service and performance
- Managed all aspects of daily delivery, including routing and driver supervision.
- Received and processed stock into inventory management system.
- Distribution of palliatives to the vulnerable during the covid-19 lockdown
- Distribution of palliatives to the needy within the Benin City area.

**2018-07 - 2018-12**

## **Intern**

*Department of Computer Engineering, University of Benin., Benin, Edo State*

- Linked computers to network and peripheral equipment, including printers and scanners.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Tested and installed motherboards, processors and graphics cards on desktops and laptops for corporate staff.
- Removed malware and other threats from laptops and desktop systems.
- Patched software and installed new versions to eliminate security problems and protect data.
- Used diagnostic tools to identify hardware failures and replace non-functional components.
- Acquired and maintained advanced knowledge of networking protocols.

## ***Education***

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**2014-11 - 2019-12**

## **Bachelor of Engineering: Computer Engineering**

*University Of Benin - 1154, P.M.B, Ugbowo Lagos Rd, Benin City*

- Second class honors
- Elected to Director of Finance for Association of Computer Engineering Students (ACES) in 2017/2018 session

**2007-09 - 2013-07**

## **West African Senior School Certificate Examination**

*Babington Macaulay Junior Seminary (BMJS) - Agunfoye Lugbusi Village, Ikorodu Lagos State.*

**2012-10 - 2012-11**

## **Cambridge GCE O'level**

*Babington Macaulay Junior Seminary (BMJS) - Agunfoye Lugbusi Village, Ikorodu Lagos*

**2000-09 - 2007-07**

## **Primary School Leaving Certificate**

*Unique Blossom School - 1 Ikorodu Rd, Maryland, Lagos*

## ***Software***

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Kotlin

Microsoft Office

Python

## ***Interests***

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Software development

Research

Technology