**Chiemela NDUKWE | IT Consultant & Analyst**

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Professional Profile

An accomplished IT Consultant & Analyst with a background in computer programming, web design & development, mobile development, computer networking & configuration across public and private sector organizations as well extensive infrastructure project experience.

With broad range of IT support experience coupled with a robust understanding of IT infrastructure and environments within large organizations, I have delivered support solutions that ensure optimal levels of IT service performance. With Microsoft certifications and a Diploma in Computer Science, I possess a deep technical knowledge across business systems including hardware, software, networking and change methodology.

Core Skills

* Server performance management
* Firewall and IT security management
* Cyber security support
* On-site and remote IT support
* Computer Programming
* Cisco Systems
* Computer upgrade & maintenance
* Windows Environment
* Cyber Security
* Making Customers Find You Online
* System hardware & Installation
* Desktop PCs/Laptops
* Network Installation & Configuration
* Printers
* System performance
* Creating a Business Profile Online
* MS Access
* MS Word
* MS Outlook
* MS Power point
* MS Excel
* Web Development
* Adobe Audition CC 2015
* Adobe Acrobat CC 2015
* Adobe After Effect CC 2015
* WordPress Expert
* Joomla Expert
* Computer networking and configuration
* Computer hardware maintenance and upgrade
* Adobe Photoshop CC 2015
* Adobe Illustrator CC 2015
* Social media management
* Search Engine Optimization expert

Technical knowledge

**Sep 2019 – to date ELIAM TECHNOLOGIES, OWERRI, NIGERIA   
 SENIOR WEB DEVELOPER**

Outline

I oversee the application development team, client technical support team, application maintenance, and I handle other minor managerial functions.

Key Responsibilities

• Oversee the build and maintenance of the company’s web presence

• Oversee the marketing of the company’s products and services

• Oversee the financial accounts making sure all payments are properly documented

• Oversee the operations

• Oversee the client IT support

• Oversee the staff development program

• Oversee the product development and procurement

• Oversee the software and web application development projects and maintenance

**Career summary**

**Jun 2018 - Jul 2019 INTRANS ADVISORY SERVICES, ABUJA, NIGERIA   
 IT MANAGER**

Outline

Ensure smooth operation and good communication with partners, attend to all IT related issues.

Key Responsibilities

• Control over all online presence

• Represent the company as a vendour to the Field Support Service Project Canada

• Look out for more partnership opportunities

• Report to the CEO on any potential partnership

• Report to the CEO concerning necessary payments that are not yet cleared

• Register and change the payment slips into actual receipt at the Abuja Municipal Area Council

• Suggest the best web server to maintain a steady uptime with potential partners

• Manage the submission of credentials and CVs on company web site

**Apr 2018 - Jun 2018 EBIKU INVESTMENT LTD, ABUJA, NIGERIA   
 IT ANALYST**

Outline

Ensure all events are captured and used as adverts online, run a social media campaign to promote the product, build and manage the administrative web application to monitor the progress of sales.

Key Responsibilities

• Frequently report to the CEO on progress in the online marketing and road marketing

• Supervise major operations to ensure processes run smoothly

• Updated the basic coding used on the company website to a more secure scripting language

• Suggest the best web server to run the web application

• Build an administrative web application

• Oversee the company’s social media marketing project

• Oversee the procurement of tech equipment

• Train the various division managers how to use the management system and keep records

**Jan 2018 - Apr 2018 BICNORAS, OWERRI, NIGERIA   
 SECURITY SYSTEMS ANALYST**

Outline

Carried out various Security System Installation contracts with experts in Security Systems, this involves installation of CCTV systems, Intercoms, and Solar systems.

Key Responsibilities

• Suggest to clients the best security system to use depending on the analysis formed

• Installation of CCTV in offices

• Installation of intercom in hotels

• Purchase and installation of solar system with inverters

• Installation of intercom in offices

• Installation and configuration of cable TV system for multiple rooms

• Installation of CCTV in hotels

• Installation of CCTV in homes

**Aug 2016 - Dec 2017 FREELANCER, NIGERIA  
 TECHNICAL SERVICES**

Outline

I carried out jobs and contracts relating to programming, networking, analysis and design, hardware and software upgrade & maintenance, IT consulting.

Key Responsibilities

• Started up a Bulk SMS business

• Started a social media campaign

• Built the very first E-Transcript System for a university using C#

• Built online application for an NGO

• Supply of computer equipment, accessories and configuration

• Built a Bulk SMS site for a university

• Systems upgrade and maintenance for a university

• Offered bulk SMS services to numerous clients

• Offered private coaching services on web design using artisteer

• Offered technical support to logical programming problems to young programmers

**May 2015 - Jul 2016 ECERT ICT, OWERRI, NIGERIA   
 CONSULTANT, ANALYST & COACH**

Outline

Consulting on computer programming, web design & development, system upgrade & maintenance, networking & configuration, providing analytic support and coaching.

Key Responsibilities

• Mapped out the coaching processes for the support analyst and other coaches

• Made suggestions on how their various social media platforms should be managed

• Organized the coaching scheme of work

• Built a Text Management & Phone number editor software in C#(C-Sharp) that  
 manipulates and reorders phone numbers for E-Cert ICT bulk SMS website

• Coached clients on core Visual Basic.Net

• Coached clients on advanced troubleshooting

• Provided Hard Disk recovery services

• Part of all managerial meetings

• Ensured proper database management for clients

• Built responsive and interactive websites

• I give the right specifications and the brand of computer or equipment to buy for clients

• Supply and installation of computers to schools and offices, performed hardware installations  
 including configuring

• Facilitate effective solutions that ensured systems worked at optimal levels

**Jan 2015 - Apr 2015 MOBILE TECHNOLOGIES NETWORK SERVICES,  
 OWERRI, NIGERIA   
 INTERIM MANAGER**

Outline

Overseeing other employees, controlling the operations of the firm, directing and supervising other employees and demanding daily reports from the staffs

Key Responsibilities

• Overseeing all web designs

• Directing and making corrections to web designs templates

• Have access to all VPN accounts

• Purchase of VPN accounts from vendor

• Management of company finances

• Managing access and assigning appropriate permissions to ensure security remains optimal

• Make new clients and retain the old clients

• Manage the various social media platforms

• Initiate more online campaigns to promote the firm

• Oversee and monitor firm change methodology

• Assign coaches to clients appropriately

• Oversee the System Upgrade & Maintenance process

• Ensure that backups were carried out and that all data are secure

• Performed customer service follow-ups to ensure that IT issues had been resolved

• Highlighted trends and recurring support issues and advised helpdesk supervisor of problems

**Nov 2012 - Dec 2014 MOBILE TECHNOLOGIES NETWORK SERVICES,  
 OWERRI, NIGERIA   
 IT HELPDESK ANALYST & COACH**

Outline

Reporting to the manager, providing technical and coaching support to clients at our office base in Imo State and supervising ongoing firm operational projects.

Key Responsibilities

• Identify client needs and provide suitable solution and advice

• Bill the client according to the package the training package they chose

• Provide Software upgrade and maintenance for clients both PC and Mobile

• Provide Hard Drive recovery and error fixing using Windows Command Line

• Recover lost files due to virus attacks with Ubuntu OS and re-install windows

• Formatting of PCs to Windows 10 and fixing screen resolution problems that occurs afterwards

• Dismantling and dusting of Desktop and laptop motherboard, reassembling after being treated

• Provide client with VPN services

• Providing social media insights

• Designing of website templates for the firm based on Joomla and WordPress

• Coach clients on a 3 months intensive class on bulk SMS business

• Coach clients on a 3 months intensive class on web designing

• Conducted 2 seminars for the firm on web designing

• Conducted 3 seminars for the firm on digital marketing

• Ensure that everything necessary to run the office is fully operational

• iPhone and Android phone unlocking support to clients

• I purchase and supply computer equipment and accessories if the one we have is unfixable

• (BEng) Software Engineering – Ongoing  
  
• Fundamentals of digital marketing - Ongoing

• Elements of AI certification - Ongoing

• Google Android Developer Associate certification – Completed (2020)

• Certificate of participation at the AGSMEIS Basic Entrepreneurship Course – Acquired (2020)

• Make Sure Customers Find You Online – Completed (2020)

• Create Your Business Profile on Google certificate – Completed (2020)

• HND certificate – Passed (2015 - 2017)

• Certificate of participation at the 2017 Nigerian Association of Computer Science Students  
 DIGITAL SHIFT– Acquired (2017)

• Cyber Security 2 – Passed (2017)

• Cyber Security 1 – Passed (2016)

• OND certificate – Passed (2012 - 2014)

• Certificate of participation 3rd Nigerian Student Software Development Summit & Information  
 Technology Workshop – Acquired (2013)

• Computer Networking and configuration – Passed (2013)

• Basic Hardware upgrade and Maintenance – Passed (2013)

**Education, vocational qualifications & training**

* I enjoy Programming, Logical problems, Quantitative reasoning, and Statistics.
* Functioned as the sanitary prefect in my primary six because of my neatness and won the best- behaved male students of the year.
* Functioned as the school computer prefect and also as the class prefect in the secondary school.
* During my days at higher institution I was one of the elite programmers who were called by the school to develop the very first registration and voting system for the school.
* I tutored my fellow course mates on programming, web designing, database management, and  
  computer maintenance while I was still in high institution.
* I have volunteered for various health outreach programs with the aim of providing health care to  
  the less privileged and create awareness on Yellow fever, Breast cancer, Hepatitis.
* I am an athlete I like to keep fit mentally and physically plus it helps me relax.

**Other qualities**