CHIOMA EZEKWE

House 9, C Close, 4th Avenue Festac Town Lagos, Nigeria | +234-803-758-609 | cezekwe@byupathway.edu

PROFESSIONAL SUMMARY

I am a highly motivated, goal-oriented professional, decision-maker, and a high-achieving IT professional. I have remarkable technical and analytical skills, experience in application support, software testing, and deployment, SQL query development, installation, and configuration of application software, web design, U/UX and front-end development. I also have dexterous skills in support for applications in JAVA, dot NET, and C# languages to mention a few, applications deployed on WebLogic, glassfish, and IIS environment, Oracle Database, MSSQL database, and Microsoft Servers.

EXPERIENCE

01/2013 to Current   **Application Support Analyst and Software**

ABC Nigeria PLC – Lagos, Nigeria

- Query the database using SQL to resolve the issues reported on the applications
- Provide in-depth application support by thoroughly troubleshooting applications and users' problems and ensuring effective system infrastructure and resource utilization
- Perform a holistic analysis of existing application procedures and software tools for better performance and enhancement to ensure an exciting user experience
- Offer recommendations for the improvement of processes and policies
- I align with the departmental goals and objectives and ensure that they are met within my space
- Provide one-on-one support to users to bridge possible issues arising from the knowledge gap in the use and understanding of applications
- I work closely with vendors and in-house developers to ensure the delivery of the best solutions to business
- Provide support to internal and external developers in handling multiple projects
- Ensure compliance with all security measures in application development processes
- Monitor servers and applications uptimes while ensuring optimal service delivery to our esteemed customers
- I work closely with the business owner to ensure applications are optimized
- I deploy applications developed by our in-house developers and work closely with vendors in deploying off-the-shelf applications
- I arrange and supervise application testing (especially user acceptance testing)

- I developed training manuals and trained users on existing and newly onboarded applications
- Gather feedback from users about application usage and use the information gotten to derive processes/ procedures for application optimization and stability.
- Supported maintenance, installation and upgrade of various operating systems including Windows and Linux.
- Consistently exceeded service level agreements through accurate and efficient service delivery.
- Followed user guides and technical manuals to complete skilled repairs.
- Resolved service user requests within target timeframes.
- Investigated reports of system errors to try to reproduce problems and trace faults.
- Entered comments to control system operation, verify functionality and detect errors.
- Kept detailed records of new installations and related licenses.
- Monitored computer system performance and intervened in identified problems.

09/2009 to 01/2013   **IT Helpdesk and Business Support Officer**

ABC Nigeria PLC – Lagos

- Provided technical assistance and 1st level support for incoming inquiries on issues related to computer systems, software tools, and hardware either in person or via email, or over the phone
- Respond to email messages for customers seeking help
- Ask probing questions to determine the nature of challenges reported
- Provide guidance to customers (internal) through problem-solving procedures
- Carry out installations, modifications, and repairs of computer hardware and software

CORE QUALIFICATIONS

- Accounting systems and software
- Web Design/development
- UI/UX understanding
- Customer and staff support
- Platform development
- Code design
- Agile frameworks
- Prototyping

EDUCATION

Bachelor of Science Software Development

BYU Pathway – Idaho Utah, USA (in view)

REFERENCES

- Available on request

INTERESTS

- Activities and Interests:
- Reading
- Travelling

ACCOMPLISHMENTS

- **Nigeria Automated Clearing System, UBN iTeller Software Implementation** June 2017 – September 2017
- **Cheque Truncation STP, Passport Suite Software Implementation** August 2015 – October 2015
- **NEFT-STP Roll-Out (Up Country)** August 2015 – October 2015
- **Cheque Truncation STP, Aptra Passport Software Implementation** March 2013 – June 2013

ADDITIONAL INFORMATION

TRAININGS:

- SAS Viya Administration Essentials (Training) Nov 2020
- Lead Cybersecurity Manager
- Philips Consulting (ATO - PECB), Nigeria | December 2017
- COBIT5 (2012-Found) Found.
- Impetus Consulting FZ-LLC (ATO - APMG Int'l), Nigeria | June 2015
- Passport Suite (software technical Training)
- NCR Nicosia, Cyprus | March 2015
- Aptra Passport (software technical Training)
- NCR Nicosia, Cyprus | February 2013

CERTIFICATIONS

- **PECB Lead Cybersecurity Manager** December 2017
- **COBIT5 (2012-Found) Foundation Level** June 2015
- **ISTQB Certified Tester Foundation Level (CTFL)** November 2014
- **ITIL Foundation** August 2014
- **Passport Suite (Cheque Truncation – STP software technical Training)** March 2015.
- **Aptra Passport (Cheque Truncation – STP software technical Training)** February 2013