

Daniel Okworo Isangedighi

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Objective:

To leverage my expertise as an Application Delivery Management and Software Support Engineer to support outbound and inbound integrations into Payment Services systems and contribute my efforts to fulfil the seamless functionality and efficiency of business operations to meet all Service Level Agreements and surpass all Key Performance Indicators.

Professional Summary:

Experienced Software Support Engineer with 3+ years of expertise in incident, problem and configuration management support for software testing, automation, continuous integration, and development for enterprise and cloud environments. Proven track record of conscientious work attitude, service excellence and adaptability in highly demanding work environments to enhance operational performance and business outcomes.

Skills:

- Familiar with integration technologies such as RESTful APIs, SOAP, JSON, XML
- Having understanding Geolocation, SMS, payment gateway integrations (Flutterwave, and SmartSMS)
- Familiar with API designing (on POSTMAN, Java, and Spring frameworks)
- Expertise in troubleshooting and debugging integration issues
- Familiarity with cloud platforms (Azure, Citrix)
- Excellent communication and collaboration skills

Experience:

Senior Software Support Engineer

OpenText, Tek Experts | Yesuf Abila Abiodun Oniru Road, Maroko, Lagos | 106104

2020 – Till Date

- Led the incident, problem and configuration management support team for Europe, Middle East and Asia to troubleshoot, record, resolve and create knowledge base documentation for IT Operations Management Teams in Blue Chip and Fortune 500 within the region.
- Collaborated with cross-functional teams to meet requirements and configure the required settings for integration specifications, ensuring alignment with business objectives.
- Observed how to develop and maintain integration documentation, including API endpoints, data mapping, and error handling procedures on POSTMAN and UFT One.
- Conducted troubleshooting of performance monitoring automations for optimization of integrations to enhance reliability and efficiency clients.
- Provided technical support and troubleshooting assistance for integration issues, ensuring timely resolution and minimal disruption to operations.

Technical Support Engineer

Tranter IT, 3-6 Alhaji Adejumo Avenue, Ilupeju, Lagos

2018 - 2019

- Contributed to the development of an e-hailing application, testing of the integration and geolocation system, and the integration of an SMS and third-party payment gateways.
- Collaborated with QA team to perform thorough testing of integration functionalities, ensuring compliance with industry standards and regulatory requirements.

Education:

Bachelor's of Technology in Mathematics and Computer Science | Federal University of Technology, Owerri, Imo State, Nigeria | 2011

Certifications:

- Oracle Database Explorer | March 2024
- Junior Cybersecurity Analyst Career Path | December 2023

Curriculum Vitae

- Technical Product Management | August 2023
- Career Essentials in Software Development by Microsoft and LinkedIn | April 2023
- API Producer | Postman | February 2023
- API Fundamentals Student Expert | Postman | January 2023
- Java Explorer |Oracle | August 2022

Projects:

- Implemented WSDL APIs for data exchange between Client and server Applications:
<https://github.com/danielisangedighi/WSDLWebService>
- How to use Postman to work with APIs:
<https://github.com/danielisangedighi/PostmanRepository>

Reference:

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