

DANIEL ORIAZOWAN

Tech consultant

+2348026381777

Lagos

doriazowan@gmail.com

Professional Summary

Tech consultant with a personable and valuable approach to every engagement. With over a decade of IT experience across multiple industries, including telecoms, payments, and education, and an extensive knowledge in customer service delivery. Passionate about utilizing technology to solve both human and digital problems, whether working independently or collaboratively as part of an exceptionally skilled team. Committed to deliver innovative solutions that help clients achieve their objectives and stay ahead in today's ever-changing digital landscape.

Work History

LEAD FRONTEND ENGINEER, 06/2020 - 02/2023

Big Web Digital, Lagos, Nigeria

- Led team of frontend developers, provided technical guidance, mentoring, and ensured that team is aligned with project goals
- Designed and developed frontend architecture, ensuring that it met performance, scalability, and maintainability requirements of project.
- Worked closely with project managers, designers, and other stakeholders to ensure that frontend development aligned with project goals and timelines.
- Reviewed code of frontend development team, ensuring that it met coding standards, was efficient, and maintainable.
- Created and maintained technical documentation, such as design documents, coding standards, and architecture diagrams.
- Stayed up-to-date with latest frontend technologies, frameworks, and tools and evaluated their potential use in project.
- Troubleshoot and solved complex technical problems that arose during frontend development process.

HEAD, INFORMATION TECHNOLOGY, 02/2019 - 03/2020

Michelle And Anthony Consulting Limited, Ikeja, Lagos

- Managed information technology and computer systems for company, ensuring their optimal performance.
- Planned, organized, controlled, and evaluated IT and electronic data operations to ensure their efficiency and effectiveness.
- Oversaw company's cloud storage accounts to guarantee their protection and security.
- Ensured security of data, network access, and backup systems, and conduct system audits to assess their outcomes.
- Coordinated IT activities to ensure data availability and network services with minimal downtime.
- Responded to all computer-related issues and provided technical support to all staff members.
- Performed daily system monitoring to verify integrity and availability of all hardware, server resources, systems, and key processes.
- Resolved escalated issues by serving as subject matter expert on wide range of issues related to use of computers and internet.
- Mentored new team members on Agency Management Software in capturing, engaging, managing and documenting leads' progress.

TECH CONSULTANT, 01/2018 - 01/2019

Big Web Digital, Ikeja, Lagos

- Oversaw IT operations and supervised systems and IT staff, ensuring their optimal performance and adherence to best practices.
- Directed delivery of networks, development, and disaster recovery systems and processes to meet company's business needs.
- Supervised team of developers and designers, providing guidance and support to ensure their effective performance.
- Ensured smooth delivery and operation of IT services by monitoring systems performance and implementing corrective actions when necessary.
- Interacted with prospective clients to generate and qualify leads, promote company's products and services, and foster long-term relationships.
- Focused teams on developing innovative and cutting-edge approaches at all levels, leveraging effective resource allocation and strategic planning to meet business goals.

CUSTOMER CARE REPRESENTATIVE, 06/2015 - 01/2017

Globacom Limited, Victoria Island, Lagos

- Managed over 100 inbound calls daily, addressed customer inquiries, and provided product and service information.
- Built and maintained sustainable relationships with customer accounts through open and interactive communication, fostering trust and loyalty.
- Generated tens of sales leads daily and promoted new products and services to prospective customers.
- Handled customer complaints, providing appropriate solutions and alternatives within time limits, and followed up to ensure resolution.
- Supplied accurate, valid, and complete information to customers by using right resources, methods, and tools.
- Documented each customer interaction using Siebel CRM software, ensuring accuracy and completeness.
- Evaluated customer information to explore issues, develop potential solutions, and maintain high-quality service, enhancing customer satisfaction and loyalty.

DATA ANALYST, 02/2015 - 06/2015

Globacom Limited, Victoria Island, Lagos

- Demonstrated exceptional performance by exceeding expectations in conducting data quality checks and analyzing over 10,000 customers' SIM registrations on monthly basis.
- Leveraged Microsoft Excel to analyze SIM registrations across Nigeria and proactively identified and resolved discrepancies to ensure compliance with regulatory requirements.
- Led and distributed daily assignments to team members, provided guidance and support to ensure optimal performance.

COMPUTER ENGINEER, 07/2013 - 01/2015

DG Solutions, Lagos

- Performed periodic hardware analysis of computer hardware and software using available technology and testing tools to identify and resolve issues in timely manner.
- Designed, developed, and built computer hardware and software systems, utilizing advanced tools and technologies to enhance system performance and efficiency.
- Updated and installed software systems to ensure optimal system performance and compatibility.
- Responded to all computer-related issues promptly, provided technical support to all staff members and ensured minimal downtime.

- Collaborated with cross-functional teams to implement new hardware and software systems, leveraging effective communication and project management skills.

COMPUTER ENGINEER AND INSTRUCTOR, 06/2006 - 09/2007

El-Shaddai Computer College, Iganmu, Lagos

- Troubleshoot, repaired, and maintained over 50 computer systems, ensuring optimal functionality for 14 hours daily.
- Analyzed computer systems periodically and updated software to enhance performance and security.
- Ensured computer security against malware and phishing attacks, implementing effective security protocols and measures.
- Interacted with prospective students daily, generated leads, and promoted computer college's programs and offerings.

Education

BA: Philosophy

University Of Benin - Benin City, ED, 10/2007 - 10/2011

Diploma: Engineering and Networking

Hydatek Institute For Information Technology - Lagos, 02/2006 - 08/2006

Skills

- Cloud Computing
- Customer Relationship Management
- Collaboration
- IT Management
- System Administration
- Technical Support
- Time Management
- Web Development
- Project Management
- System Troubleshooting
- Communication