

# EMMANUEL NWOSU

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Egbeda, Lagos.

## IT SUPPORT SPECIALIST AND SOFTWARE ENGINEER

Detail-oriented Electrical/Electronic Engineering graduate with practical experience in IT support and web development. Committed to utilizing technical skills and innovation to deliver effective IT solutions. Proficient in troubleshooting with a strong aptitude for adapting to emerging technologies.

## STRENGTHS AND EXPERTISE

Web Development  
Troubleshooting  
Network Configuration

Time Management  
Basic Video Editing  
Critical Thinking

Team Collaboration  
Effective Communication  
Problem Solving

## PROFESSIONAL EXPERIENCE

### Raedral Holdings Limited IT technical support

Oct 2024 – March 2025

Provided IT support by troubleshooting email issues and managing laptops, printers, and CCTV systems. Diagnosed and resolved technical problems for staff, ensuring optimal performance of IT gadgets. Proficient in Dropbox management, IT infrastructure maintenance, and content creation using CapCut and Canva.

#### Accomplishments:

- Gained hands-on experience in troubleshooting and resolving email-related issues.
- Developed expertise in working with Dropbox, the company's cloud storage service, assisting staff in storing, sharing, and accessing files seamlessly.
- Acquired skills in managing and maintaining IT gadgets, including laptops, printers, and CCTV cameras, ensuring smooth operation for both personal and stat use.
- Provided technical support to colleagues, diagnosing and fixing hardware and software issues to enhance workplace efficiency.
- Gained proficiency in content creation, including video editing using CapCut and graphic design with Canva, contributing to the company's digital presence.
- Assisted in setting up and maintaining IT infrastructure, ensuring optimal functionality and security across devices and networks.
- Strengthened problem-solving abilities and technical knowledge, effectively handling various IT-related challenges in a corporate environment.

### Moytel Consultants Limited Telecommunication and Information Technology Intern

April 2021 – Sept 2021

I contributed to the IT department by monitoring and optimizing network operations, troubleshooting issues to minimize downtime for major clients, and collaborating with cross-functional teams to enhance service efficiency. Additionally, I played a key role in implementing solutions for continuous network improvement and improving documentation processes for better knowledge management and operations.

#### Accomplishments:

- Contributed to the IT department by monitoring and optimizing network operations, enhancing the efficiency of customer service delivery.
- Assisted in troubleshooting network issues, significantly reducing downtime for major clients.
- Collaborated with cross-functional teams to implement solutions for continuous network improvement.
- Engaged in documentation processes that enhanced team knowledge management and operational efficiency.

#### **Co-Creation Hub Web Development Intern**

**Sept 2018 - Jan 2019**

I developed responsive web pages using HTML, CSS, and JavaScript to enhance user experience while maintaining existing websites. Actively participating in agile team meetings, I contributed ideas for improvements and feature enhancements. Additionally, I explored various web development tools and frameworks to expand project capabilities and refine my skill set.

#### Accomplishments:

- Developed responsive web pages utilizing HTML, CSS, and JavaScript, enhancing client user experience.
- Maintained existing websites, ensuring up-to-date content and functionality, increasing website traffic by 15%.
- Participated in agile team meetings to contribute ideas for website improvements and feature enhancements.
- Explored various web development tools and frameworks, expanding project capabilities and personal skill set.

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## **EDUCATION**

#### **Federal University of Technology, Owerri.**

Bachelor of Engineering (B.Eng), Electrical & Electronics Engineering.

#### **King's College, Lagos**

Senior School Certificate (SSCE)

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References are available on request