

# JOSEPH ANSELM

## Contact

### Address

Ajah Lagos

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## Skills

Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, hubs, printers, modems, network interface cards, and LAN Management, General Network Support.

Full Stack web development experience

Excellent telephone skills and good ability to use Remote Access applications.

Good analytical and troubleshooting abilities

Strong knowledge of viruses, application glitches and hardware issues

Patient and able to walk customers and End users through troubleshooting and problem fix process

1st and 2nd Line support service skills

Keeping abreast of changes in technology and updating with latest Frameworks

Good organizational / managerial abilities

Good understanding of

Detail-oriented and experienced IT professional with depth in Software/Web Development, eCommerce, Office 365 and IT engineering and Support, constantly seeking for an opportunity to add values and also provide quality and excellent IT solutions to enhance the organizational performance using updated techniques and standard, thereby, giving the company the competitive edge.

## Work History

2020-08 -  
Current

### Senior Web Developer / Tech Lead

*PointX & Zest Verified Resources Limited*

- Develop user guides on deployed applications and conduct end user training when necessary.
- Responsible for designing, coding, and modifying web apps, from layout to function and according to client's specifications.
- Search engine optimization to rank client's websites
- Custom Software deployment and administration
- Create and Test applications for websites.
- Collaborate with Vendors, technical and non-technical staff to achieve specific organization goals and projects.
- Directed a team of developers to create a custom web application
- Oversaw 55 rooms network powered hotspot project for a 3- star hotel
- Remote tech support and administration
- Conduct management meetings

2019-08 -  
2020-07

### IT Engineer

*GPK Marine Management Services Group FZ-LLC (WTS Enegy)*

- Develop end user guides on systems and applications and also conduct end user training when necessary
- SaaS, IaaS with Azure
- SharePoint Administration, Skype for Business
- Hardware and Network troubleshooting
- Windows 10 Migration, Imaging and Deployment Experience
- SharePoint Deployment and Migration, Office 365
- JIRA administration for ticketing and Asset Management, UTS End User Support, 1st and 2nd Line Support
- Active directory management, SCCM
- MacOS Imaging and setup for End users
- Email configuration and Setup for end Users on multiple OS computers and mobile devices
- Serve as second line support for end users deployed systems
- Optimizing and enhancing IT security for end users and server applications

operating systems  
installations and updates

Ability to manage and  
effectively work within a  
team

Pro-active, self-motivated  
and results driven

Able to work in a highly  
pressurized environment  
delivering within stipulated  
time frames

Continuous crave for  
excellence delivery

Willing to learn new skills

Accurate Documentation,  
Communication and  
Presentation Skills

Demonstrates initiative,  
responsibility, and flexibility

## Education

### **Bachelor of Science (B.Sc): Physics | Aug 2010**

*Tai Solarin University of  
Education - Ijagun Ogun  
State, Nigeria*

### **Certificate in System Maintenance: Sept 2003**

*Poltec Institute*

### **Diploma: Computer Engineering And Networking | Nov 2002**

*Amazing Grace Computer  
Institute*

## Professional Certifications

MCP - Microsoft certified  
professional Server 2003 |  
June 2011

MCTS - Microsoft Certified  
Technology Specialist Server

2019-02 -  
2019-07

- Network Print setup, file sharing for End users
- Salesforce configuration and End user's administration
- Remote desktop administration with RDP, Dameware and TeamViewer.

## IT Engineer and Web/Mobile developer

*PointX and Zest (Ajah Lagos)*

- Desktop, Laptop and mobile devices troubleshooting and Support
- Web Development and design using Html5/ CSS3/JavaScript/ Bootstrap and WordPress
- Disaster Recovery and backup – Recovering file contents from damaged hard drive and disk
- Server Set up and maintenance -Maintaining Active Directory, and File and print server, DNS
- Network Administration and management – LAN, WLAN, WAN,
- Interact with suppliers, request quotes and purchase equipment in accordance with policies, budgets and operational demand. Mobile app development.
- Application support – Installation, testing, debugging and updates
- Software Deployment – Web Apps, Desktop Application, customization
- Remote Desktop Support – RDP/Dameware /Skype/TeamViewer

2018-02 -  
2019-01

## IT Support Consulting and Web Development

*Computacenter Glasgow, Astreya London, Aspers  
Newcastle UK*

- Office 365 and Windows 7, 8, 10 Deployment, MAC systems and Windows PC Fix.
- Web Development with HTML, CSS, PHP, Bootstrap, JavaScript ES6, WordPress, Joomla, Magento
- Mobile applications development with Ionic ReactJS.
- SharePoint Administration, Skype for Business.
- Web services, Azure, AWS, Active Directory
- Windows 10 Migration project coordination
- Assigning task for Engineers and technician
- SEO/SMO and Digital Marketing for Websites
- Training End users on software deployment procedures and Communicating solutions strategies
- Windows 10 Migration, Imaging and Deployment Experience.
- SharePoint Deployment and Migration, Office 365
- JIRA administration, UTS
- End User Support, 1 st and 2 nd Line Support.
- Active directory management, SCCM

2008 | June 2011  
MCTS - Microsoft Certified  
Technology Specialist SQL  
2005 | June 2012

## Tech Stacks / Frameworks / Database

HTML5, PHP, Laravel, MySQL,  
Postgres, Python,  
Django/Flask, Nodejs,  
Bootstrap, jQuery, SCSS, CSS,  
HTML, JavaScript, WordPress,  
Joomla, Magento, Reactjs,  
Ionic, Firebase, Foundation  
CSS, Materialize CSS,  
TailwindCSS, Version control  
with Git /Github, AWS, Azure,  
Nextjs, Netlify, Gatsby,  
Headless CMS (Sanity io,  
Strapi.js, Contentful)

## Trainings / Seminars

✓ Google (GNigeria) Web  
Apps development seminar  
2012 (CIVIC Centre, Lagos)  
✓ Microsoft open door  
Windows 8, SQL 2012 and  
server 2012 deployment  
✓ HP /CISCO conference,  
2010  
✓ IEEE computer society  
seminar on INNOVATIONS  
2008 (OAU, ife)  
✓ Webinar on virtualization  
and cloud computing  
✓ Microsoft Partner Network  
University (Administration  
and configuration Of  
Microsoft SQL Server  
Database 2008 R2)

2017-03 -  
2018-01

- MacOS Imaging and setup for End users.
- Network Administration.
- Security, firewalls and antivirus deployment

## IT Support Head / Full Stack Web Dev

*PointX and Zest Verified Resources Ajah, Lagos  
Nigeria*

- Desktop, Laptop and mobile devices  
troubleshooting and Support
- Web Development and design using Html5/  
CSS3/JavaScript/ Bootstrap and WordPress
- Disaster Recovery and backup – Recovering file  
contents from damaged hard drive and disk
- Server Set up and maintenance -Maintaining  
Active Directory, and File and print server, DNS
- Network Administration and management – LAN,  
WLAN, WAN
- Interact with suppliers, request quotes and  
purchase equipment in accordance with  
policies, budgets and operational demand.
- Application support – Installation, testing,  
debugging and updates
- Software Deployment – Web Apps, Desktop  
Application, customization
- Remote Desktop Support – RDP/Dameware  
/Skype/Teamviewer

## IT Operations Head

*Realnollywood Movies*

- Blogging, SEO and social media expert
- Management of Staff Task
- Business Development/ Operations management
- Repairs and installation of Computers, Network  
equipment's, core Hardware IT support
- Website and Mobile app development and  
maintenance
- IT Advice
- Network and Server administration/ management
- Ethernet internetworking and Network Operating  
Systems and server hardware experience, in  
Cisco, Microsoft Windows and UNIX.
- Helpdesk or Technical support
- YouTube Channel content analyst
- Oversees general staff operations
- Assign Duties to team members
- IT Support and help desk operation
- Web management and deployment
- Network maintenance and Administration
- Social media and SEO management
- TCP/IP, DNS, DHCP Administrator

2013-11 -  
2017-03