

NNABUEZE OMEKE

IT Support & Automation Specialist | Helpdesk | CRM & Project Workflow (Asana, ClickUp, Monday.com, Trello) | Zapier Automation

Email: nnabueze014@gmail.com

LinkedIn: www.linkedin.com/in/nnabueze

Portfolio: <https://nnabueze014-cell.github.io/portfolio/>

Location: Remote (Nigeria)

PROFESSIONAL SUMMARY

IT Support & Automation Specialist with hands-on experience designing and implementing end-to-end workflow solutions using Zapier, HubSpot, Asana, ClickUp, Monday.com, Trello, Google Workspace, and Slack. Combines 10+ years technical troubleshooting experience in Electrical, Solar, AC, CCTV, and Home Automation systems with modern helpdesk and process automation skills. Focused on improving response times, reducing manual effort, and supporting teams through structured CRM and project workflow management in remote and international environments.

KEY IMPACT

- Reduced manual lead handling by an estimated 60% through automation
 - Eliminated copy-paste between Google Forms, HubSpot, and Asana
 - Enabled real-time team visibility via Slack notifications
 - Standardized follow-up process using CRM and task management tools
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CORE COMPETENCIES

- IT Helpdesk & User Support
- Incident & Ticket Lifecycle
- Zapier Automation Design
- Workflow & Project Management (Asana, ClickUp, Monday.com, Trello, HubSpot)
- Google Workspace Administration
- Slack Team Collaboration
- Remote Troubleshooting
- Process Documentation
- Customer Communication
- Root-Cause Analysis

PROJECT EXPERIENCE

Project 1 – Lead Automation Workflow

Tools: Google Forms → Google Sheets → Zapier → Gmail → HubSpot → Asana → Slack

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Designed an end-to-end workflow automating lead capture, task creation, follow-ups, and team notifications using Zapier. The system integrates multiple platforms to ensure no lead is missed and all tasks are tracked efficiently.

Responsibilities

- Used Google Sheets as primary Zapier trigger for new form responses
- Automated Gmail acknowledgment emails to respondents
- Created initial task in **HubSpot CRM** for lead tracking
- Generated follow-up tasks in **Asana** to assign actions to the team
- Sent Slack notifications to responsible team members for visibility
- Implemented error handling and duplicate prevention within the workflow
- Tested and debugged the workflow to ensure reliability across all platforms

Key Achievements

- Eliminated manual transfer of data between tools, reducing processing time by ~60%
- Standardized task management using Asana and HubSpot, improving follow-up accountability
- Centralized communication across CRM and Slack, improving team response time and efficiency

Project 2 – Ticket Automation (Planned)

- Email-to-ticket workflow
- Auto assignment rules
- SLA reminders
- Slack escalation alerts

PROFESSIONAL EXPERIENCE

Electrical / Solar / Automation Technician – 10 Years

- Installed and maintained electrical, solar, AC, CCTV, and home automation systems

- Diagnosed complex technical faults using structured troubleshooting
 - Provided on-site and remote client support
 - Prepared service documentation and reports
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EDUCATION

B.Eng. Electrical & Electronics Engineering

TOOLS

Zapier, HubSpot, Asana, ClickUp, Monday.com, Trello, Google Workspace, Slack, Gmail, Calendly and Microsoft teams