

About Me

I am a highly skilled **Technical Support Engineer** and **Web Developer** with a strong background in **IT support, customer-facing engineering, and AI/ML applications**. I have hands-on experience in **analyzing and triaging tickets, resolving technical issues, managing ticket backlogs, and optimizing customer experience**. My expertise also extends to **full-stack development, prompt engineering, and conversational AI**.

With a detail-oriented mindset, I enjoy **cross-functional collaboration** and am always ready to work outside typical hours to ensure seamless service delivery. I have worked in various industries, including **banking, electricity distribution, and non-profit sectors**, where I have supported enterprise customers and contributed to process improvements.

Professional Experience

- **Technical Support Engineer, Access Bank**
- **IT Support Engineer, Abuja Electricity Distribution Company**
- **Web Developer, DRCO Foundation**

Key Skills & Expertise

- Technical Support & Troubleshooting
- Ticket Analysis & Management
- Full-Stack Web Development
- AI/ML Applications & Prompt Engineering
- Conversational AI & Customer Experience Optimization
- Writing Technical Documentation
- Enterprise Customer Onboarding & Support
- Cross-Departmental Collaboration

I am currently exploring opportunities in **Cloud Engineering and Machine learning roles** where I can drive impactful result.

Let's connect and create innovative solutions together!