

Position
IT Specialist

Personal Details	
Full Name:	Onyedinma Onyekachi
Nationality:	Nigeria
Current Residential Address:	Plot F, 1B Abacha Road, GRA PHASE 3, Port Harcourt, Nigeria
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Professional Summary
IT Support Specialist with over 10 years of hands-on experience providing Tier-1/Tier-2 helpdesk and infrastructure support across hospitality, education, and NGO sectors. Proven success managing support tickets (90%+ SLA compliance), maintaining hybrid environments (Windows/macOS/Linux), and supporting diverse software ecosystems including Adobe Creative Cloud, Microsoft 365, and multimedia platforms. Demonstrates strength in customer-facing roles, data migration, endpoint security, and inventory management. Experienced in deploying and maintaining networks, workstations, and IT systems across 50+ users annually. Passionate about documentation, clear communication, and process automation using tools like Jira, ChatGPT, and SOPs. Holds a B.Sc. in Computing Science and multiple industry certifications including Google IT Professional, CNSS, and CompTIA N+.

Membership in Professional Societies
Nigerian Computer Society: Member

Academic and Professional Qualifications				
Name of Institution	Address of Institution (email, and Website)	Qualification Received (Degree or Diploma or Certificate Title)	Summary Description of Qualification (Relevant to this application)	Year Obtained
University of Abuja	<i>Mohammed Maccido Road, Airport Rd, Abuja, Nigeria</i>	B.Sc. Computing Science	Degree in Computing Science	2013
Federal Government Collage Ohafia.	<i>Bende RD, EbemOhafia, Abia State, Nigeria</i>	Senior School Certificate Examination	Certificates obtained includes WAEC, NECO	2007

Other Relevant Trainings/Certifications/Licenses			
Course Title	Certifying Body or Institution	Address of institution (email and Website)	Year Attended
Google IT Professional Certificate	Google/ Coursera	Google	2021
Microsoft Azure Fundamentals	Microsoft	Microsoft	2021
Microsoft Azure Data Fundamentals	Microsoft	Microsoft	2021
Certified Network Security Specialist (CNSS) ICIS	ICIS	https://ondemand.icsiglobal.com/	2020
CompTia N+	HiiT	https://www.hiitplc.com/	2010

Employment and/or Professional Experiences	
Name of Organisation/Employer: Limewood Hotels Port Harcourt	
Address: Plot F 1b Abacha Rd. GRA Phase 3 Port Harcourt; { www.thelimewoodhotels.com }	
Position Held (Title of the role)	IT Support
Duration (Start Date to End Date)	February 2021 - Present
Number of People Supervised	10
Summary of relevant Responsibilities	<ul style="list-style-type: none"> • Maintain and troubleshoot all IT infrastructure, including networks, internet, servers, and digital systems such as POS, CCTV, guest management, and booking platforms. • Ensure the smooth operation, integration, and daily support of critical hotel software, including PMS, POS, and other applications. • Provide prompt technical support to hotel staff and assist guests with IT-related issues to ensure excellent service delivery. • Implement, monitor, and enforce IT security protocols to protect guest and business data from threats and breaches. • Set up, configure, and maintain user workstations, printers, phones, and other IT equipment across departments. • Supervise IT personnel, manage vendor relationships. • Track and manage inventory of IT hardware and software; identify and report needs for repairs, replacements, or upgrades.

	<ul style="list-style-type: none"> Forecast future IT needs, recommend cost-effective solutions, and contribute to IT budgeting and planning. Ensure compliance with data protection laws, software licensing requirements, and relevant industry standards. Develop, document, and maintain Standard Operating Procedures (SOPs) for all IT operations and ensure adherence throughout the hotel. Assist in staff training on the effective use of hotel systems and basic IT tools to improve operational efficiency. Log technical incidents, resolutions, and system changes for internal knowledge sharing and audit purposes.
Achievements (if any)	<ul style="list-style-type: none"> Provided comprehensive IT support to 110+ staff, achieving over 90% SLA-compliant ticket resolution via Jira Service Management and internal tools. Resolved real-time technical issues with Windows OS, Microsoft Office Suite, PMS/HMS, and hotel systems, minimizing workflow disruptions. Delivered onboarding and refresher training on Microsoft 365 and core hotel software, cutting repeat support requests by 35%. Created internal knowledge base articles and change logs, accelerating ticket resolution time by 25%. Fostered effective communication across multicultural, cross-functional teams, bridging technical and non-technical roles. Managed and optimized 50+ IT assets, including Cisco switches, Mikrotik routers, Ubiquiti access points, IP phones, and printers—achieving 99.9% uptime. Designed and implemented wireless LAN between hotel and off-site residence using Ubiquiti PowerBeam and Mikrotik routers, enabling shared HMS access. Led full network setup for the Residence outlet, including structured cabling, IP phones, CCTV, printers, access points, and power infrastructure. Upgraded Ubiquiti and server configurations, boosting overall network speed by 30%. Diagnosed and resolved network and connectivity issues, significantly improving internet reliability for guests and staff. Implemented access control and ITIL-aligned patch management protocols, reducing vulnerabilities by 40%. Assisted in setting up a 24/7 CCTV monitoring solution, enhancing hotel security and incident response. Performed routine maintenance on desktops, printers, and CCTV systems, extending hardware lifespan. Regularly updated antivirus solutions and applied security patches to all systems, ensuring data protection. Repaired and reconfigured RFID-based access control modules to restore operational integrity. Spearheaded digital transformation initiatives, including paperless check-ins, e-invoicing, and a digital feedback system—boosting guest feedback response rate by 60%. Initiated and implemented a 360° virtual tour of hotel rooms, reducing physical inspection needs. Automated repetitive IT tasks using AI tools (e.g., email triage), significantly enhancing team efficiency. Led the deployment and configuration of 8+ POS terminals, improving check-in and transaction speed. Participated in hotel-wide IT upgrades, gaining hands-on experience in server and network enhancement projects.

	<ul style="list-style-type: none"> Volunteered to handle after-hours IT issues during peak seasons, demonstrating high reliability and commitment.
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Name of Organisation/Employer:	Blooming Heritage School, Abuja
Address:	A3 & A4 Ben Magaji Road, Nzube Estate, Lokogoma, Abuja, Nigeria 900001

Position Held (Title of the role)	ICT Head Teacher / IT Support
Duration (Start Date to End Date)	Sep 2019 – Sep 2020
Number of People	3, excluding Students

Supervised	
Summary of relevant Responsibilities	<ul style="list-style-type: none"> Provide daily technical support to over 300 users (staff, students, and parents) on G Suite for Education, multimedia tools, and Windows devices. Manage and maintained web content and online platforms. Handle the setup and maintenance of IT infrastructure including printers, workstations, and IP phone systems. To conduct STEAM workshops to promote hands-on learning and technology use in the classroom. To create user guides and documentation for various EdTech tools. Teaching IT basics curriculum to students
Achievements (if any)	<ul style="list-style-type: none"> Optimized school network performance, resulting in a 25% reduction in latency. Successfully delivered consistent and effective technical support to a large and diverse user base. Enabled smoother adoption of educational technology through clear documentation and training. Strengthened digital literacy among students by implementing a structured IT curriculum.

Name of Organisation/Employer: GILL- Global Innovation Learning Lab

Address: 16, Usuma Close, Maitama District, Abuja - FCT.

Position Held (Title of the role)	IT Support Specialist / Instructor
Duration (Start Date to End Date)	Sep 2018 – Sep 2019
Number of People Supervised	12
Summary of relevant Responsibilities	<ul style="list-style-type: none"> Provided remote and onsite technical support, resolving hardware and software issues for over 20 workstations using remote desktop tools. Configured and maintained LAN and Wi-Fi networks, including implementing bandwidth management strategies. Delivered hands-on training in emerging technologies, including robotics and programming, using Raspberry Pi and Arduino kits.

Achievements (if any)	<ul style="list-style-type: none"> Ensured consistent system uptime and user productivity by effectively troubleshooting and resolving IT issues. Improved network efficiency and control through successful configuration of bandwidth management solutions. Fostered interest in STEM fields among students by introducing practical robotics and coding sessions. Prepared students for SAGE (Students for the Advancement of Global Entrepreneurship) competition.
Name of Organisation/Employer: Technology Development for Poverty Alleviation Initiative (TD4PAI)	
Address: Crafind House, Plot 32 Pasali New Extension, Off Lanto Road, Kuje.FCT NIGERIA	
Position Held (Title of the role)	System Manager
Duration (Start Date to End Date)	May 2015 – Aug 2018
Number of People Supervised	15 – Mostly Interns
Summary of relevant Responsibilities	<ul style="list-style-type: none"> Monitor system performance and proactively troubleshoot hardware/software issues to ensure minimal downtime. Provide helpdesk support for end users, resolving technical issues related to email, printing, networking, and device access. Install, configure, and upgrade operating systems and software applications across organizational devices. Ensure endpoint security by deploying antivirus solutions, updating security patches, and managing endpoint protection platforms. Support video conferencing systems and multimedia tools for remote training, webinars, and online collaboration. Maintain inventory of IT assets and oversee the lifecycle management of hardware and software licenses. Collaborate with external vendors for procurement, system upgrades, and technical support contracts. Track and analyze IT incidents and support requests to identify patterns and recommend system improvements.
Achievements (if any)	<ul style="list-style-type: none"> Part of a team that deployed an RFID-based event management system for the E-Nigeria Conference, successfully authenticating 2,000+ attendees with zero downtime. Improved digital literacy for over 500 beneficiaries through regional STEAM education initiatives. Facilitated the adoption of hands-on tech education using Raspberry Pi at the Katsina State Institute of Technology and Management. Designed and deployed an NFC-based mobile application for the National Identification Management Commission (NIMC), integrating secure authentication protocols. (Proof of Concept) Developed and enforced IT security policies, including role-based access control and vulnerability scanning schedules.

Skills, Knowledge and Competencies – (Match for CSIS IT Specialist Role)

With over 10 years of IT support experience across hospitality, education, and NGO sectors, I am well-prepared to provide Tier-1/Tier-2 helpdesk support within the dynamic, arts-focused environment of CSIS. I've supported 100+ users, resolving 90%+ of tickets within SLA using tools like Jira, while maintaining 99.9% system uptime and reducing vulnerabilities by 40% through ITIL-aligned patching and security protocols.

I am proficient in Windows, macOS, and iOS environments, with hands-on expertise in deploying, configuring, and migrating 50+ machines annually, managing Apple and Windows hardware, and troubleshooting software such as Adobe Creative Cloud, Microsoft 365, and multimedia production tools. My networking experience includes configuring and supporting Cisco, Mikrotik, and Ubiquiti hardware, as well as managing VLANs, TCP/IP, DNS, and Wi-Fi networks.

I've maintained detailed hardware/software inventories, facilitated end-of-life transitions, and coordinated Apple repairs and warranties. I create SOPs, technical guides, and internal knowledge bases that have cut repeat support requests by 35% and improved first-call resolution.

Backed by a B.Sc. in Computing Science and certifications including Google IT Support Professional, CNSS, and CompTIA N+, I combine technical skill with excellent communication, documentation, and cross-functional teamwork—ensuring high-quality IT service delivery across faculty, staff, and student users.

Beyond my professional job roles, I have developed multiple tech solutions, including a **Logistics App (in progress)**, **Web Scraping Scripts**, and an **Inventory Management System**. I also built a **Hotel Booking Site** and a **Visitor's Guest Management System (Mobile App)**, alongside designing **Cognitive Tasks applications** for research at the University of Utah's Psychology Department.

As a tech entrepreneur, I founded **Xinnov Solutions**, a company that transforms ideas into software solutions while providing **hardware repair and maintenance support**. I also facilitated local networking for **JBIS Nigeria Limited**, enabling seamless connectivity between their businesses

via **radio link technology**, and supported their adoption of **Starlink** for improved internet services. Committed to community impact, I frequently **mentor young tech enthusiasts**, organize **skill building workshops**, and advocate for digital inclusion. My contributions have been featured on **Channels TV and Voice of America (VOA)**, where I discuss **tech innovation, education, and bridging the digital divide** in Nigeria.

These initiatives reflect my dedication to leveraging technology for **business efficiency, community empowerment, and sustainable growth**.

Working Languages

English	Excellent
Others	Poor

Referees

Full Name	Position and Organisation	Email Address	Telephone Number
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Dr Agu Collins Agu	CEO/CTO @ DAQaaS UK Ltd Pioneer R&D Director @ NITDA Founder of TD4PAI Hardtech Hub.	linsagu@gmail.com	+44 742 946 1723 +234 807 227 7317
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Certification

I, the undersigned, certify that this information correctly describes me, my qualifications and my experience. I understand that I may be disqualified from this and other roles if parts of this CV is false.

Full Name	ONYEDINMA ONYEKACHI
Signature	
Date	26/05/2025