

# SOPHIA ONOME ONEH

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## Professional Summary

A result-oriented Information Technology Enthusiast with strong problem-solving and communication skills developed from IT support experience. Knowledgeable about data and information management. Motivated to learn, grow and excel as an Information technology consultant.

## Skills

- Working knowledge of Microsoft Dynamics and Odoo ERP Systems
- Front-end web development
- Expertise in cost estimating, planning, and scheduling
- Possess sharp attention to detail with technical proficiency
- Proficiency in the troubleshooting and resolution of all client queries
- Analytical problem solver
- Possess excellent verbal and written communication skills
- Microsoft Office proficiency
- Proficiency in the use of CANVA software
- Database Management

## Education

**University of Ghana, Legon, Accra.**

September, 2015 – July, 2019

Bachelor of Science Degree, **Information Technology**  
Second class honors (**Upper division**)

## Work Experience

**Internal Sales Executive (NYSC)**

**GIL Automations Limited**

September, 2020 – January, 2021

- Developing, Maintaining and Managing Company's Sales Pipelines.
- Carrying out Profitability Analysis on items to be purchased by clients.
- Communicating company's value proposition and superiority of service to clients and prospects: Line card, Company brochure, Past Projects.
- Interfacing with OEM Partners with respect to pricing/quotation of products, pricelists, etc.
- Generating and submitting quotes on ERP in company's template.
- Accelerating sales cycle through unmatched support and proactive communication with prospects.

**Data Entry Operator (NYSC)****MyJobMag Limited**

February, 2020 – March, 2020

- Approving and updating data uploaded to the company website using the backend system.
- Researching and obtaining further information for incomplete documents.
- Reviewing and resolving discrepancies in data on the company website.
- Responding to queries for information and accessing relevant files.

**IT Support Intern****Skyway Aviation Handling Company Limited (SAHCOL)**

June, 2017 – August, 2017

- Talking staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.
- Provide support, including procedural documentation and relevant reports.
- Set up new users' accounts and profiles and deal with password issues.

**Voluntary Worker****Play and Learn Foundation, Accra, Ghana**

September, 2016 – November, 2016

- Teaching and mentoring underserved and less privileged children in the community in order to prepare them for the future.