

# CHINECHETAM OKAFOR

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An IT Professional with 7+ years of experience in the Information Technology industry. Skilled in Sales automation processes and implementation, Microsoft Dynamics 365 CRM, Power Platform, IT Service Management, SQL Server Management, Technical support and Training, Web design, and development. I have a handful of troubleshooting skills, am passionate about learning, and am open to working in any part of the world remotely and on-site.

## PROFESSIONAL EXPERIENCE

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### **Workflow Automation / Power Platform Developer.**

April 2023 – Present

Nigerian Breweries

- Engage actively in all phases of the project/innovation initiation and gathering project requirements, assist with scoping, and architecting project engagements.
- Implement SharePoint, flow, and Power apps solutions using the Microsoft Power Platform.
- Facilitate upskilling training sessions with employees.
- Ensuring the complete stability of applications across all locations. Responsively address and follow up with users after Go-Live, providing timely resolutions during and after hyper care.
- Identifying and resolving problems related to errors, functionality, and performance in all applications and workflows.
- Create documentation for projects including design, asset inventory, diagrams, presentations, and documentation of the environment and deployment for our support and future implementation teams.

### **Power Platform Support Engineer.**

July 2021 – Jan 2024

Tek Experts

- Provided expert support and guidance to users experiencing issues with Power Apps, resolving technical challenges promptly and effectively to minimize disruption to business operations.
- Collaborated with cross-functional teams to analyze and troubleshoot complex Power Apps issues, leveraging strong problem-solving skills and technical expertise to identify root causes and implement appropriate solutions.
- Developed and maintained comprehensive documentation and knowledge base resources for Power Apps users, ensuring consistent and accurate support delivery and empowering users to resolve common issues independently.
- Proactively identified opportunities for process improvement and optimization within Power Apps environments, contributing to enhanced efficiency, usability, and user satisfaction.
- Actively participated in user training and education initiatives, delivering informative workshops and presentations to promote best practices, tips, and techniques for maximizing productivity and leveraging Power Apps capabilities effectively.

### **Product Manager – Sales Automation.**

May 2020 – June 2021

Technocrat Consult and IT Systems

- Actively participate in Sales Automation System project Initiation, execution, support, and upgrades, ensuring 100% stability of applications across clients' locations nationwide, and attending to, and following up with the team to resolve all customer queries.
- Train key account managers to use the sales automation system's new and advanced merchandising features.
- Remotely diagnose over 860 application installation, configuration, and general software issues.

- Generate and analyze KPI reports for territory, area, zonal, and regional transactions.

### **Team Lead – SFA Solution Implementation.**

Sept 2016 – April 2020

Technocrat Consult and IT Systems

- Implement and manage Sales Automation Software for Reckitt Benckiser Group plc in Nigeria, and over 6 African countries and seamlessly carry out on-site and remote technical training for over 800 Sales managers and Sales Automation software users across Africa.
- Organize refresher training to re-engage our users.
- Build and analyze KPI reports with Power BI.
- Process over 20 support requests weekly for technical assistance on a wide range of issues related to the enterprise sales application.
- Escalate support tickets to higher levels in the most crucial circumstances and after necessary investigations have been carried out without a resolution.
- Onboard and train all new Technical Support Engineers.

### **SFA Support / Data Analyst (Reckitt Benckiser Group plc).**

Sept 2015 – August 2016

Technocrat Consult and IT Systems

- Manage Sales Automation Software for Reckitt Benckiser, Nigeria.
- Build and analyze KPI reports with Power BI.
- Assist customers in resolving technical issues and manage escalation.
- Support customers with hardware maintenance, mobile devices, printer setup, and software installation in over 50 locations.

## **EDUCATION**

**Federal Polytechnic Nekede, Imo State.**

Nov 2009 – Nov 2011

Higher National Diploma in Electrical and Electronics Engineering

**Imo State Polytechnic, Umuagwo, Imo State.**

Nov 2006 – Nov 2008

National Diploma in Electrical and Electronics Engineering

## **CERTIFICATIONS**

**Microsoft.**

May 2023 – May 2024

Microsoft Certified Trainer.

**Microsoft.**

Dec 2022 – Dec 2024

Microsoft Power Platform App Maker Associate.

**Cloud Academy.**

October 2022

ITIL® 4 Foundation Certificate in IT Service Management

**Cloud Academy.**

October 2022

Scrum Stakeholder Engagement

## **SKILLS & TOOL**

Office 365, Dynamics 365 CRM, DFM, Power Apps, Power Automate, Power BI Visuals, Power Virtual Agent, Power Pages, SharePoint, Azure Active Directory, C# (.NET), PowerShell, SQL Server, MySQL. Remote support, Avaya Telephony, SaaS, Cloud Computing, PHP, Laravel, HTML, CSS, JavaScript. GitHub, Windows 7/8/10/11, and macOS.