

OKOLI CHIBUIKEM EKPEREKA

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SUMMARY

Experienced and dedicated **IT Support Engineer (Windows, macOS, Active Directory, Office 365)** with over **2 years** of proven expertise and a strong foundation in troubleshooting, system administration, and end-user support. Skilled in diagnosing hardware and software issues, managing enterprise IT infrastructure, and ensuring seamless technology operations across teams. Driven to deliver innovative solutions that enhance efficiency and customer satisfaction. Passionate about staying current with the latest technologies, and leveraging them to optimise systems.

SKILLS

Windows OS, macOS, Active Directory, Office 365, Microsoft Exchange, VPN Configuration, Network Troubleshooting, Remote Desktop, SCCM, PowerShell, ITIL Framework, Ticketing Systems, Hardware Diagnostics, Javascript, Git

EXPERIENCE

Leadway Australia | System Admin (Microsoft Visual Studio Code, Cloudflare, Linux, Microsoft Office) April 2023 - Present
Tailoring an experience filled with peace of mind. *Multinational*

- Documented IT procedures and created user guides to streamline onboarding and troubleshooting for non-technical staff.
- Conducted regular data backups and recovery tests, ensuring the safety and integrity of sensitive client and company data.
- Implemented Active Directory and Group Policy for streamlined user and device management, improving access control and system efficiency.

Astraslide | Customer Success Manager (Meta, Brevo, Google Sheets, Ads Manager) December 2024 - Present
Your Partner in Pool Solutions. *Nigeria*

- Enhanced customer satisfaction through proactive issue resolution and streamlined communication workflows.
- Partnered with cross-functional teams, including payment processors and logistics, to address complex issues efficiently.
- Analyzed customer insights to inform product enhancements and operational improvements.
- Developed processes to improve efficiency and accountability within customer-facing teams.

Dangote Sugar Refinery | IT Support Engineer (Active Directory, Microsoft Office Suite, Linux) March 2023 - December 2023
Building prosperity & self-sufficiency. *Multinational*

- Collaborated with cross functional teams in managing DANCOM network services for prepaid and postpaid subscribers facilitating risk assessments and risk categorization.
- Ensured for the smooth running of computer systems, routers, switches, internet and ensure users get maximum benefits from them.
- Trained over 50 staff members in utilising IT tools to optimise their productivity

Dangote Greenview Development | IT Support Intern (Microsoft Office Suite, Linux) August 2022 - January 2023
Building prosperity & self-sufficiency. *Multinational*

- Performed hands-on fixes at the desktop level; including installing and upgrading software, creating file back-ups, configuring systems and applications.
- Reported incidents and problems (as required) to the Service Desk for escalation to appropriately skilled/ experienced support staff.
- Assisted staff or clients through a series of actions, either face to face; email or remotely to help set up systems or resolve issues, troubleshoot technical issues to resolution and/or escalate to appropriate team as required.

EDUCATION

Bells University of Technology, BEng Computer Engineering	September 2019 - July 2024
Workflow Specialist Certificate, Asana	February 2025 - March 2025
IBM IT Support Professional Certificate	November 2022 - April 2023
Technical Writing Certification, aptLearn	February 2023 - April 2023
Google Digital Marketing and E-Commerce Professional Certificate	December 2023 – April 2023
Advanced Technical Writing Certificate, Brainstorm E-Learning Academy	January 2023 - April 2023
The Strategy of Content Marketing – University of California, Davis	September 2022

SOFT SKILLS

- Strategic Thinking, Problem Solving, Effective Communication, Resourcefulness, Adaptability

PROJECTS

Northstar Media, Nigeria – *Web Design, Development and Content Management*

January 2025 - May 2025

Social Media Management Agency.

- Developed and executed cross-platform social media strategies that increased client engagement by over 60%, leveraging platform-specific trends to grow brand visibility and audience retention.
- Conducted market research and competitive analysis for the product launch, offering insights that boosted sales by 19%.
- Built a custom integration between Google Sheet's internal tools and Bento via JavaScript, enhancing team productivity by 15%.

Astraslide, Nigeria – *Web Design and Development, Branding and Content Management*

September 2024 - November 2024

Pool Construction and Equipment Distribution Company

- Designed and maintained Astraslide's responsive, SEO-optimized website using HTML, CSS, and JavaScript—enhancing brand visibility, improving user experience, and increasing online inquiries by over 40%.
- Integrated Brevo (fka Sendinblue) for email automation and Google Sheets for contact form submissions, creating a smooth backend workflow that simplified data management and client follow-ups.
- Integrated Google Analytics and Search Console into Astraslide's website to monitor user behaviour and refine SEO strategies, resulting in a 60% increase in organic traffic within three months.

Leadway Support Australia – *Web Design and Development*

April 2023 – July, 2023

Disability Care Support Company

- Worked with a team of developers to deliver on time and within budget, resulting in a 25% increase in productivity.
- Oversaw user testing for a new feature, gathering feedback that contributed to a 26% improvement in usability.
- Implemented the waterfall model in the development process and DevOps best practices to streamline development processes and increase efficiency.

Words Of Hope Trauma Relief Foundation – *Web Design and Development*

February 2023 - May 2023

Disability Care Support Company

- Spearheaded the foundation's digital presence by building a user-friendly website that streamlined access to mental health resources, increasing access to support services across underserved communities.
- Leveraged technical expertise to build a platform that connected trauma survivors with essential services, ensuring consistent uptime, accessibility, and user-centered navigation.
- Worked closely with the outreach team to align website content with awareness campaigns and donation drives, resulting in a 70% increase in online contributions and event registrations.