**MUNACHI EWURUM**

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**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** PROFESSIONAL SUMMARY **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Innovative IT analyst with track record of identifying and evaluating new technologies and tools to improve business processes. Skilled in troubleshooting technical problems in systems, applications and implementing solutions. Demonstrates talent for communicating with stakeholders clearly and concisely. Organized and dependable candidates successful at managing multiple priorities with a positive attitude Willingness to take on added responsibilities to meet team goals.

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**IT Analyst** 08/2018 – 06/2021

**Destiny Marine & Shipping Company** – Ikeja, Lagos

* Maintained data security monitoring and resolving networked devices for malware, spyware and viruses.
* Installed and configured hardware and software components.
* Minimized system failures by defining and executing preventative maintenance schedules.
* Troubleshoot and debugged IT systems for error-free functionality and end-user satisfaction.
* Prevented non-compliance losses, ensuring adherence to client corporate policies and GDPR across all tasks,

**IT Support Assistant** 04/2014 – 01/2015

**Masters Energy Oil & Gas** – Ikeja, Lagos

* Produced accurate and consistent IT documentation and version control systems.
* Liaised with contractors and suppliers to achieve high-quality systems.
* Offered IT support during key meetings and events.
* Improved network performance through rigorous testing and analysts.
* Supported disaster recovery processes and maintained robust backups.
* Provided after honors IT support for management team members.
* Investigated security breaches and deployed swift corrective actions.

**Advertising Sales Representative**, 02/2013 – 10/2014

**Opera Mini Nigeria – Maryland**, Lagos

* Made outbound calls to existing customers to up sell advertising packages.
* Helped customers in determining design and layout of sold and spec ads.
* Managed accounts from clients prospecting to relationship management.

**Online sales Consultant**, 03/2012 – 11/2013

**JUMIA NIGERIA** – Ikeja, Lagos

* Utilized new sales platforms and technologies to expand business scope.
* Maintained high feedback rating through enhanced customer services.
* Employed strategies digital marketing tactics to increase online sales.
* Worked with assistant manager and volunteers to manage central online sales operations.

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* Microsoft operating systems
* Information security
* IT governance understanding
* IT control testing
* System configuration

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**Foundation degree in cybersecurity**; Cybersecurity Analysis, 02/2023 – Current

**Washington Tech Solution** – Maryland, USA – Merit

05/2021 – 04/2022

**National Youth Service Corps** – Akure, Ondo State – Merit

**Bachelor of Technology**: Maritime Management Technology, 09/2013 – 10/2018

**Federal University of Technology Owerri** – Owerri, Imo State – Merit

**O-level**: Science, 09/2006 – 09/2012

**Charismatic Renewal Ministry International College** – Owerri, Nigeria

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English:

Fluent.