

MATHIAS OGAH JONAS, IT Support Specialist | Team Lead | Microsoft 365

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SUMMARY.

A results-driven IT professional with over 8 years of proven experience in managing enterprise systems, including software upgrades, bug resolution, and configuration. Proven expertise in IT support with a consistent 95% issue resolution rate within SLA-defined timeframes. My background includes hands-on experience in vendor coordination (software, hardware, and network), troubleshooting infrastructure issues, UAT, Systems Upgrading, Office 365 Support, Collaborative Tools and providing responsive support to stakeholders and functional users. I am passionate about optimizing IT operations and delivering reliable, scalable solutions that support business growth.

WORK EXPERIENCE.

03/2023 – Present	<div>Senior IT Support/Team Lead (3rd Line Specialist), @ TWPC Tech Ikoyi, Nigeria</div> <ul style="list-style-type: none">Contributed to the full deployment lifecycle of AbiaSmartSMS for the Abia State Government, including system configuration, user onboarding, and post-launch support, as part of the TWPC Tech implementation team.Initiate, Redesigned and relaunched the company’s school management software (www.imolesms.com.ng), enhancing functionality and user experience.Led the rollout of ImoleSMS across 20+ educational institutions, ensuring seamless implementation and resolving all escalated technical challenges.Provided hybrid IT support to internal staff, achieving a 95% resolution rate for client-reported issues within SLA timelines.Installed and configured various operating systems and software suites including Windows 10/11, Ubuntu OS, Microsoft 365, and Office applications, streamlining daily operations.Collaborated on the development and implementation of an Odoo ERP system for Construction Kaiser Limited, improving workflow and resource planning.Managed Tier 3 and Tier 2 IT support, utilizing helpdesk systems to track and resolve complex incidents.Oversaw ICT procurement and equipment maintenance, including device repairs and deployment of end-user hardware.Delivered third-line technical support to schools using the ImoleSMS platform, ensuring high user satisfaction.Worked alongside senior IT leadership to diagnose and resolve technical issues affecting both internal and external stakeholders.Maintained a 95% success rate in resolving client service tickets for ImoleSMS, contributing to improved client retention and user experience.
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07/2021 – 02/2023	Assistant IT Support (2nd Line Specialist) @ TWPC Tech	Ikoyi
	<ul style="list-style-type: none"> • Provided second-line support to all schools utilizing the Imolesms software, ensuring user satisfaction. • Partnered with the IT head to troubleshoot and resolve technical issues for both external and internal clients. • Maintained a commendable 95% success rate in resolving IMOLESMS customer service tickets, enhancing customer experience and satisfaction. 	
07/2019 – 06/2021	Computer Instructor, FREELANCER	Lagos
	<ul style="list-style-type: none"> • Developed a comprehensive computer syllabus for student training, facilitating structured learning. • Managed the computer lab for the Foremost Group of Schools, ensuring an optimal learning environment. 	
09/2015 – 06/2019	IT Support/In-House Graphics Designer, @ MEGATEK SOFTWARE LTD	Ilupeju
	<ul style="list-style-type: none"> • Resolved 98% of IT issues within the office, ensuring continuity in operations. • Designed all artworks for Megatek software technology, contributing to brand identity and marketing efforts. 	
02/2013 – 10/2014	Operation Support Officer II, @ CONTEC GLOBAL LTD (NOWNOW) Ikorodu Rd, Anthony	
	<ul style="list-style-type: none"> • Resolved and closed 95% of tickets raised by the customer support team, enhancing user satisfaction. • Provided technical support to NowNow App users, addressing and resolving user queries efficiently. 	
01/2009 – 12/2012	In-house Graphics Design, @ ADVERTISING TECHNIQUES. Opebi Link Road, Opebi, Nigeria	
	<ul style="list-style-type: none"> • Produced all artworks for Advertising Techniques clients, including the Okpo's coronation souvenirs, and ensuring high-quality in deliverables. 	
01/2007 – 12/2008	Data Entry Officer (contract), @ NIG. BOTTLING COMPANY (NBC).	Iddo
	<ul style="list-style-type: none"> • Accurately Input all staff data collected from depots across Nigeria. 	

EDUCATION.

08/2011 – 10/2016	LAGOS STATE POLYTECHNIC	Lagos, Nigeria
	HND, Computer Science	
10/2010 – 11/2013	LAGOS STATE POLYTECHNIC	Lagos, Nigeria
	OND, Computer Science	
01/2006 – 08/2006	GEMINI COMPUTER COLLEGE	Lagos, Nigeria
	Certificate, Desktop Publishing	
10/1998 – 06/2001	CMS GRAMMAR SCHOOL	Lagos, Nigeria
	Senior School Leaving Certificate	
02/1994 – 06/1997	GOVERNMENT TECHNICAL COLLEGE	Ogoja, Nigeria
	Junior School Leaving Certificate	

SKILLS.

TECHNICAL SKILLS:

Office 365 & Google Workspace, Odoo ERP

Windows 10/11, Ubuntu Linux

Hardware/Software Troubleshooting

Ticketing Systems

UAT Testing,

Software Quality Assurance

Application Support

Testing and Evaluating new Technology

Projects & Product Management

SOFT SKILLS:

Analytical Thinking

Conflict Management

Time Management

Communication

Leadership

Prioritizing

Strong Problem-Solving

REFERENCE.

To be provided upon request