



JOSEPH, PRINCE IME

IT Support Specialist

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PROFILE SUMMARY

I am a technologist disciplined to start and finish projects, a problem-solver and result oriented personality, passionate about helping clients to maintain smooth operations. Expertise in hardware and software troubleshooting, networking, web development, graphic design and customer service satisfaction. Commended for rapidly and effectively resolving issues and efficiently integrating new hardware and components.

SKILLS

Remote work support • On-site/Field technical support • Desktop Technical Support • Network Troubleshooting • Network device monitoring • LAN and WAN expertise • HTML • CSS3 • PHP/MySQL • JavaScript, • Wordpress Development • Hardware and Software Installation • Microsoft Office Skills • Graphics Design • Troubleshooting skills • Interpersonal Skills • Attention to details • POS operation • CRM System expert • Google Workspace • Problem Solving Skills • Technical Skills • Grit and Resilience

WORK HISTORY

Technical Helpdesk Support Engineer | Spectranet Limited

Lagos - September 2022 - Current

- Troubleshooting network devices to resolve hardware and firmware related issues
- Assembling and configuring network devices for customers after purchase
- Assisting customers to install and configure network devices such as hub, switch, router, mifi. etc
- Assisting customers to upgrade network devices in line with company's policy and guideline
- Escalating network related issues to top tier or appropriate team
- Maintaining LAN and WLAN components at the office.
- Documenting and reporting complaints from customers and other unusual events in detail as observed daily TT portal and Excel sheet
- Assisting other team members to troubleshoot and resolve hardware/software related issues
- Assisting customers remotely to troubleshoot and resolve device and network related issues

- Running speed test, pinging and resolving IP conflict related complaints
- Assisting Customer Service team to receive payments and update same on customer's account using the CRM when necessary
- Troubleshooting and Resolving SIM related issues etc

ICT Support Specialist | CeCe Technologies Solution

Ojodu - June 2021 - September 2022

- Coded using HTML, CSS and JavaScript to develop responsive web pages.
- Upgraded network software and hardware for optimized performance.
- Troubleshooting system hardware and software problems
- Configured network devices such as hub, switch, router, mifi etc
- Maintained LAN and WLAN components.
- Documented all server and network problems and other unusual events in detail.
- Upgraded and expanded network systems and components.
- Used Wordpress to build e-commerce, corporate blog sites etc
- Delivered and managed digital creative campaigns and initiatives on clients websites and social media pages.
- Helped clients generate leads and impressions on with outstanding performance results etc

Collection Specialist | OTP Internet Technology

Oregun, Ikeja Lagos - November 2019 - June 2021

- Monitored accounts for compliance with established payment plans and flagged non-compliances.
- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.
- Maintained a high volume of calls and met demands of a busy and productive group.
- Worked with customer to create debt repayment plan based on current financial condition etc
- Used scripted conversation prompts to convey current account information and obtain payments.
- Achieved performance goals on a consistent basis.

ICT Officer | National Youth Service Corps

Peculiar Heritage Treasures College, Olambe

Ojodu - November 2018 - October 2019

- Managed the school's ICT laboratory
- Handled the graphic design needs of the school.
- Troubleshooted, maintained and managed ICT facilities.
- Maintained IT equipments, and resolved hardware and software issues
- Resolved workflow issues to optimize team productivity and improve delivery times.
- Determine best methods for IT to support key organization's objectives.
- Taught ICT in classes etc

EDUCATION

- **Higher National Diploma in Office Technology and Management**
Abia State Polytechnic, Aba, Abia State | Aug. 2015 – Oct. 2017
 - o Elected Director of ICT Laboratory
- **Ordinary National Diploma in Office Technology and Management**
Abia State Polytechnic, Aba, Abia State | Aug. 2012 – Dec. 2014

CERTIFICATIONS

- **Virtual Assistance [Jul. 2022 – Sept 2022]**
 - o *African Leadership Group fully sponsored scholarship program with key highlights on VA skills, Google workspace etc*
- **Full Stack Web Development [Jun. 2021 – Jul 2022]**
 - o *Web Development and Networking with key highlights on Wordpress, HTML, CSS, JavaScript, PHP and networking.*
- **Customer Relationship Management [Jul. 2019 – Oct 2019]**
 - o *Professional Membership programme registered under Chartered Institute of Customer Relationship Management.*

REFEREES

Available upon request