

# Ebuka Gideon Igbo

## Technical Support Specialist



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### SKILLS

#### Technical/Customer Support

Phone and Email Technical Support, Communication & Interpersonal Skills, Software Troubleshooting & Problem Solving, IT Helpdesk, Desktop Support, Technical issues analysis

#### Customer Support Tools

Zendesk, Jira, Salesforce, Zoom, and other Ticketing, and reporting systems.

#### Productivity Tools and IT Administration

Microsoft Office 365, Google Suites Drive & Workplace, Active Directory, PowerShell, RDP, Discord Servers.

#### Operating Systems

Linux, Windows, Mac OS, Chrome OS, Android, IOS.

#### Website Development Platforms

Wordpress, SquareSpace, Wix, Joomla, Shopify.

#### Programming and Web Development

Python, C, Html, CSS, JS, SQL

#### Microsoft Office Proficiency

### PROFILE

As a Technical specialist with 6+ years of experience, I excel in assisting customers and organizations with hardware and software issues. My in-depth technical knowledge and troubleshooting skills contribute to a 90% problem resolution rate without escalation. I take pride in delivering excellent customer service, exceeding goals, and staying updated with industry trends to provide proactive support. With strong communication abilities, I ensure clear and effective interactions to leave customers satisfied with their support experience.

### PROFESSIONAL EXPERIENCE

#### TuneKey

Technical Support Specialist, App Supervisor (Remote Volunteer)

06/2023 – present | Canada

- Oversee a team of developers and support staff, guiding them in diagnosing and resolving technical issues reported by users. This involves troubleshooting both software and hardware problems to ensure seamless operation while managing workloads and fostering a collaborative environment.
- Provide assistance to users by effectively communicating solutions, answering queries, Updating FAQs and ensuring user satisfaction. Simultaneously, maintain the quality and standards of applications developed by the team through regular reviews, testing, and implementation of best practices.
- Document solutions and common problems to create knowledge bases for training and reference. Additionally, contribute to the strategic planning process by aligning team goals with organizational objectives, considering factors such as scalability, user experience, and technology trends.

#### Lifeline Theater Inc

Technical/Web Support Specialist (Remote)

01/2023 – 06/2023 | Brookfield, CT, USA

- This role involves managing third-party payment integration for donations, including integrating the Paypal Payment API to receive donations and utilizing Mailchimp for managing website visitors.
- Responsibilities include responding to forms and webmail requests, providing professional technical solutions, and answering support calls, emails, or online chats regarding website troubleshooting, site updates, plugin updates, server or hosting issues, email creation, and troubleshooting, etc.

## LANGUAGES

English ● ● ● ● ●

Spanish ● ● ● ● ●

## EDUCATION

### **Bachelors in Technology**

Federal University of Technology,  
Akure, Nigeria [↗](#)

2015 – 2021 | Akure, Nigeria

## CERTIFICATES

- **GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE - GOOGLE, 2023** [↗](#)

- Additionally, tasks encompass setting up development environments, launching websites, and assisting the internal team with technical and training support as needed

### **Independent National Electoral Commission (INEC)**

Client Support Specialist (Contract)

2019 – 2023 | Akure, Nigeria

- Provides support on the use of the Bimodal Voters Accreditation System (BVAS), fixing malfunctioning BVAS
- Conduct training for other staff, and officers on software usage and troubleshooting.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

### **Greenfield Technology**

Technical Support (Remote)

2018 – 2023 | Akure, Nigeria

- Delivering exceptional Technical support to clients, including troubleshooting technical issues, identifying hardware and software solutions, as well as diagnosing and repairing faults.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Managed high levels of call, email, and chat flow and responded to both hardware and software technical support needs.

### **Blissful Home Initiative** [↗](#)

IT Support Associate (Remote, Volunteer)

02/2022 – 02/2023 | Akure, Nigeria

- This role involves providing technical support to organization staff, including responding to support calls, diagnosing and resolving computer and software issues, setting up new computers and networks, managing backups, and maintaining records of issues and solutions
- Responsibilities include installing updates, patches, and configuring software applications and systems, setting up user accounts and profiles on the network, and diagnosing and fixing network problems and hardware or software faults
- Additionally, tasks involve managing and updating the organization's website, implementing regular updates and modifications to ensure its currency and relevance, and managing backups of servers to maintain data integrity.

**Banex Hotel and Beach Resort**

Technical Support Officer (Remote)

06/2019 – 03/2022 | Lagos, Nigeria

- As an IT officer I was responsible for the day-to-day support of all IT systems, business systems, office systems, computer networks, and telephony systems throughout the hotel/resort
- Responsible for Information Technology issues, products, and services at the property. Providing user training and support of all property/site systems, network enhancements, hardware, and software support
- Additionally, tasks involve managing and updating the organization's website, implementing regular updates and modifications to ensure its currency and relevance, and managing backups of booking servers to maintain data integrity.

**Gold Cash**

Technical Support (Remote, Intern)

08/2017 – 08/2018 | Kumasi, Ghana

- Delivering exceptional Technical/customer service and innovative solutions, I actively pursued high customer satisfaction rates and contributed to an increase in customer return rates.
- Interacted with customers by phone, email, or in person to provide information.
- Analyzed problems and worked with teams to develop solutions.