

# OKEH AKACHUKWU KINGSLEY

Relationship Manager

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## PROFESSIONAL SUMMARY

Dedicated worker with excellent communication, time management and computer skills. Aiming to leverage my abilities to successfully fill the vacancy at your company. Frequently praised as hardworking by my peers, I can be relied upon to help your company achieve its goals. Detail-oriented professional with more than 7 years of experience in the use of Windows and Microsoft Office as well as a proven knowledge of systems diagnosis

## EXPERIENCE

### IT TECHNICIAN — AZBIR HOTELS

Birnin Kebbi, Kebbi State, *July 2022 - Present*

- Developed training materials and procedures, and train users in proper use of hardware and software.
- Conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Maintained records of daily data communication transactions, problems and remedial actions taken and installation activities.
- Referred major hardware and software problems and defective products to vendors and technicians for service.

### DIRECTOR OF OPERATIONS — ABOVE Inc. Cyber

Ishiagu, Ebonyi State, *April 2016 - October 2021*

- Provided product information and resolved concerns to assist customers.
- Developed departmental objectives, budgets, policies, procedures and strategies.
- Adhered to quality and service standards to support operational goals.
- Provided efficient and courteous service to customers at all times.
- Performed general maintenance and repair.
- Collaborated with departmental leaders to establish organizational goals, strategic plans and objectives.

### IT SUPPORT SPECIALIST — Masters Energy Bottling Company

Aba, Abia State, *February 2014 - January 2015*

- Met deadlines while maintaining high-quality deliverables.
- Troubleshoot minor problems and reported larger technical issues.
- Participated in ongoing training to enhance own job skills and knowledge.

- Assisted with new hire orientation and employee training.
- Experienced with social media and communications platforms.
- Provided product information and resolved concerns to assist customers.

### **OFFICE ASSISTANT — Setraco Nigeria Limited**

Uturu, Abia State, *January 2012 - December 2013*

- Composed letters and other correspondence, fostering external communications on behalf of leadership.
- Scheduled appointments, maintaining calendars for personnel.
- Improved workflow and created efficiencies using automated systems and technology.
- Maintained composure in dealing with conditions of urgency and in pressure situations.
- Reviewed and evaluated work of staff unit to determine quantity and quality.
- Examined documents and forms for accuracy, enforcing conformance to company rules and regulations.

### **IT SERVICE DESK ANALYST — ICT Center/FCAI**

Ishiagu, Ebonyi State, *October 2011 - January 2012*

- Entered commands and observed system functioning to verify correct operations and detect errors.
- Referred major hardware and software problems and defective products to vendors and technicians for service.
- Prepared evaluations of software and hardware and recommended improvements and upgrades.
- Developed training materials and procedures, and train users in proper use of hardware and software.
- Conferred with users, and conducted computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

## **EDUCATION**

### **HIGHER NATIONAL DIPLOMA (HND) IN COMPUTER SCIENCE**

— **Federal College of Agriculture, Ishiagu**

Ishiagu, Ebonyi State, *Oct 2017*

### **WEST AFRICAN SENIOR SCHOOL CERTIFICATE EXAMINATION**

— **Marshal Commercial College**

Okigwe, Imo State, *Jul 2010*

#### ***Extracurricular Activities***

- |               |              |
|---------------|--------------|
| • Debate Club | • Sports     |
| • Drama Club  | • Press Club |

### **HIGH SCHOOL DIPLOMA**

— **Assumption Model Secondary School**

Uturu, Abia State, *Aug 2009*

#### ***Extracurricular Activities***

- |               |              |
|---------------|--------------|
| • Debate Team | • Drama Club |
| • Press Club  | • Sports     |

## **FIRST SCHOOL LEAVING CERTIFICATE**

### **— Marist Nursery/Primary School**

Uturu, Abia State, Aug 2005

#### ***Extracurricular Activities***

- Drama Club
- Quiz/Debate Club

### **— Charles Heerey Memorial Nursery/Primary School**

Onitsha, Anambra State

#### ***Extracurricular Activities***

- Quiz/Debate Club

## **SKILLS**

- Training Material Development
- Collaborative Team Player
- Microsoft Windows and Office
- Software Evaluation
- Organizational Skills
- Analytical and Methodical
- Computer System Diagnostics Software
- Customer Communication and Empathy
- User Experience

## **CERTIFICATIONS**

- Fundamentals of Digital Marketing
- Ethical Hacking for Beginners
- Introduction to Cyber Security

## **REFERENCES**

References available upon request