



Chima Ozoemena P.

+2349031968828

ozoemenapaschal09@gmail.com

Umudike, 440109 Umuahia, Nigeria

QUALITIES

- Teamwork and Collaboration
- Time Management
- Attention to Detail
- Results-Oriented
- Excellent Communication
- Technical Proficiency
- Problem Solving Skill
- Adaptability
- Leadership Skill
- Customer Focus
- Continuous Learning

SKILLS

- Wordpress
- Technical Support
- Debugging and testing
- PHP
- Database (MySQL)
- Website Updating
- Front-End Development
- HTML
- CSS

LANGUAGES

English

Bilingual or Proficient (C2)

PROFESSIONAL SUMMARY

Experienced Web Developer and Technical Support Manager with a proven track record of designing and implementing dynamic web solutions while providing exceptional technical support and leadership. Proficient in front-end and back-end development technologies, adept at troubleshooting complex issues, and skilled in team management and client communication. Leveraging a blend of technical expertise and managerial acumen to drive project success and exceed organizational goals.

WORK HISTORY

July 2020 - Current

Web Developer and Hosting Support Manager, Spiritgate Services, Umudike, Umuahia, Nigeria.

- Provided front-end website development using WordPress, Hubspot, and other editing software.
- Delivered user support to clients to train, educate and answer questions.
- Oversaw back-end development using PHP to maintain website integrity.
- Provided front-end development support, creating visually appealing designs that aligned with brand standards.
- Integrated third-party APIs to enhance website functionality and provide additional services to users.
- Assisted in the creation of detailed project specifications, outlining key requirements for successful implementation of client objectives.

February 2017 – March 2019

Internet Technical Support Representative, Glaxonet Technologies, Onitsha, Anambra, Nigeria.

- Monitored systems in operation and quickly troubleshoot errors.
- Reduced repeat calls by effectively educating customers on self-help resources available online or via phone system prompts.
- Assisted with updating technical support best practices for use by team.
- Provided faculty and staff with security software and network configuration support.
- Utilized advanced problem-solving techniques to identify root causes behind recurring technical concerns, ultimately leading to long-term resolutions benefiting both the company and its clients.
- Configured hardware and granted system permissions to new employees.
- Accelerated issue resolution times using remote diagnostic tools when possible to minimize inconvenience for clients experiencing technical difficulties.
- Maintained up-to-date knowledge of industry trends, technologies, and best practices to provide accurate information to customers.

EDUCATION

June 2022

Bachelor of Science, Computer Science

Michael Okpara University, Umudike, Umuahia, Nigeria.

CERTIFICATION

- CCNA – Cisco Certified Network Associate