

Professional Summary

A detail-oriented IT professional with over 4 years of experience in technical support, IT infrastructure, and website management. Proven expertise in maintaining, troubleshooting, and optimizing websites and digital platforms to ensure optimal performance, security, and user experience. Adept at collaborating with communications and IT teams to deliver technically sound and mission-aligned online presences. Skilled in CMS administration (WordPress), CRM systems, and no-code automation to enhance operational efficiency and support organizational goals.

Core Competencies & Technical Skills

- Website & CMS Management: WordPress, Performance Optimization, User Experience (UX), Security Monitoring, Content Updates, Plugin/Themes Management
 - IT & Systems Administration: Hardware/Software Repair, Network Troubleshooting, System Maintenance, Performance Monitoring, Backup Management
 - CRM & Automation: HubSpot, Salesforce, Zendesk, Zapier, Sales Funnel Building
 - Operating Systems: Windows, macOS, Linux
 - Soft Skills: Cross-Functional Collaboration, Technical Support, Data Analysis, Process Improvement
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Professional Experience

IT & Systems Administrator

Pennek Nigeria Ltd. | Lagos | Feb 2023 – Dec 2024

IT & Systems Administrator | Pennek Nigeria Ltd. | Lagos | Feb 2023 – Dec 2024

- Engineered a flawless data migration strategy for the company website and CRM, resulting in zero data loss, sustained business continuity, and a measurable boost in system performance.
- Maintained and troubleshooted all computer systems, providing fast and effective support to end-users.
- Enhanced the organization's IT infrastructure through strategic upgrades, including improvements to internal systems that supported the digital workflow.
- Conducted system performance monitoring and security checks to ensure reliability and protect organizational data.
- Installed and supported all ICT hardware and software, ensuring seamless integration across the organization.

Technical Support Analyst

Apex Network Multi-Trading Limited | Lagos | Jan 2020 – Jan 2023

- Diagnosed and resolved a high volume of complex technical issues across Windows and macOS environments.
- Monitored computer systems and networks, identifying and resolving anomalies to improve security and reliability.

- Played a key role in identifying security gaps within the CRM and ticketing systems, providing actionable solutions to management.
- Delivered exceptional technical support to over 100 end-users, ensuring all equipment remained functional and met SLA requirements.

Website Management Experience

- Freelance Web Manager | 2020 – Present
 - Built, managed, and maintained websites for clients across diverse industries including Real Estate, NGO, Fashion & E-commerce, and Software Development.
 - Responsibilities include ensuring optimal website performance, implementing security best practices, performing regular content updates, and optimizing for user experience.
 - Collaborate directly with clients and their communications teams to ensure the website aligns with their brand identity and strategic goals.

Education & Certifications

- University of Calabar – Curriculum Studies
 - Google IT Support Professional Certificate | Coursera (In-Progress)
 - HubSpot CRM Certification | HubSpot Academy (2023)
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Projects & Achievements

- IT Infrastructure Optimization: Automated 15+ manual business processes using no-code tools, saving 20+ hours of manual work per month and significantly improving workflow efficiency.
- System Upgrade & Migration: Executed a seamless CRM data migration with zero data loss, ensuring business continuity and improved system performance.
- Website Performance Enhancement: Optimized a company website and internal systems, resulting in a 25% improvement in performance and lead generation.

References

Available upon request.