

KELECHI JOSHUA

IT Support Specialist / Fullstack Developer

Address: Phase 1 FHA, Lugbe FCT, Abuja, Nigeria

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Professional Summary

Versatile IT professional with over 3 years of experience in software development, network administration, and customer support. Proficient in troubleshooting hardware and software issues, managing basic network infrastructure, and developing web applications. Demonstrates strong problem-solving skills and a commitment to delivering high-quality, user-focused solutions. Adept at working in collaborative environments and continuously expanding technical expertise.

TECHNICAL SKILLS

- **IT Support:** Windows OS, Microsoft Office Suite, Remote Desktop Support, Basic Networking
- **Software Development:** TypeScript, NextJs, Node.js, PHP, Laravel, Git
- **Databases:** MySQL, MongoDB

PROFESSIONAL EXPERIENCE

IT Support Specialist & Fullstack Developer

Self-Employed (www.kebleinsyt.com.ng) | January 2021 – Present

- *Provide comprehensive IT support for small to medium-sized businesses*
- *Troubleshoot and resolve hardware, software, and network*
- *Implement and maintain Microsoft 365 services for clients*
- *Design, develop, and maintain web applications using modern tech stacks*
- *Manage entire project lifecycles from concept to deployment and maintenance*
- *Handle and architecting cloud Migrations and solutions*

Data and Product Assistant

Applied Logic Ltd (www.BroadstreetLagos.com) | October 2019 - December 2020

- *Managed web admin duties and platform backend operations for fintech products*
- *Provided technical support for internal staff and external clients*
- *Prepared and analyzed quarterly/annual reports on entities listed on NSE/SEC*
- *Facilitated resolution of customer complaints, improving client satisfaction*
- *Collaborated with development team to implement new features and system improvements*

Customer Support and Network technician

Dotmac Technologies Abuja (www.dotmac.ng) | October 2018 – October 2019

- *Monitored and assessed customer CPEs via Network Management System*
- *Configured and installed network devices including radios, switches, and routers*
- *Resolved technical issues and provided comprehensive customer support*
- *Contributed to improving network stability and overall service quality*

EDUCATION

National Open University of Nigeria <i>M.Sc Information Systems Technology - Inview</i>	2025 - present
Micheal Okpara University of Agriculture Umudike Nigeria <i>Bachelor Of Engineering (B. Eng) - Computer Engineering (2nd Class Upper Division)</i>	2012 - 2017
Govt Secondary School Henshaw-town Calabar Cross River WASSCE	2005 - 2011

PROJECTS

- ❖ **Integrated Church Member Management System** (Laravel, PHP, MySQL) – dashboard.mcncathedralofunity.org
 - *Built a fully integrated solution with account management, payment integration for donations and offerings and Admin console for Platform management*
 - *Implemented responsive design for seamless mobile and desktop experiences*
- ❖ **E-commerce Platform** (NextJs, MongoDB) - joshpVentures.com.ng
 - *Developed a full-stack e-commerce solution with user authentication, product catalog, payment integration and many more*
 - *Implemented responsive design for seamless mobile and desktop experiences*
- ❖ **Accommodation Booking and Renting Platform** (NextJs, MongoDB)
 - *Designed and developed a hotel management system*

*** Other projects are listed on my portfolio – www.kebleinsyt.com.ng*

CERTIFICATIONS

- *CompTIA A+ (In Progress)*
- *AWS Certified Solutions Architect (In Progress)*

ADDITIONAL SKILLS

- *Strong analytical and problem-solving abilities*
- *Excellent communication and customer service skills*
- *Effective time management and prioritization*
- *Ability to explain technical concepts to non-technical users*
- *Continuous learning and adaptability in fast-paced IT environments*

PERSONAL INTERESTS

- *Exploring emerging technologies in IT support and cloud computing*
- *Attending tech meetups and conferences*