



CHRIS ODE ECHE

Senior IT Support Specialist

SKILLS

Technical Troubleshooting	●●●●●●	8 years experience
IT Support	●●●●●●	8 years experience
Microsoft Intune	●●●●●○	Used in current job
Azure active directory	●●●●●○	Used in current job
Remote Support Tools	●●●●●●	Used in current and previous job
Ticketing Systems (CRM, GRP)	●●●●●●	Used in current and previous job
Information Technology Infrastructure Library (ITIL)	●●●●●○	Knowledgeable in ITIL
Customer Service Skills	●●●●●●	Used in current and previous job

PROFILE

Senior IT professional with over 7 years of experience working with both hardwares and softwares across multiple departments and organizations. Detail oriented with a passion for producing quality results that exceed expectations. Seeking to join a challenging position that will utilize my skills and experience to its fullest potential.

CONTACT



Prepared to relocate to any city in Germany



+2348068698072



echechrisode@gmail.com



Linkedin.com/in/chris-eche-48706870/



LANGUAGE

English

Fluent

WORK HISTORY

Senior IT Support Specialist

April 2022 to Present

Fidelity Bank Plc

- Configuring, deploying, maintaining, troubleshooting, and supporting workstations, laptops, printers, mobile devices, phones and other computer and telecoms equipment.
- Leading and managing processes, projects while taking responsibility for continuous improvement processes
- Evaluating IT processes, programs, systems, and tools to increase efficiency, minimize costs, and improve customer satisfaction.

Team Member Regional IT Support Engineer

January 2015 to April 2022

United Bank For Africa Plc

- Successfully upgraded all Personal Computer's Operating System from Windows 10 version 1909 to 21H2 respectively in every United Bank for Africa Branch Offices within North Central Nigeria

CHRIS ODE ECHE



CERTIFICATES

- Certified HP Server, Laptop and Printer Engineer
- Certified Computer Hardware Engineer
- Cisco Certified Network Administrator (CCNA In View)



SOFT SKILLS

- Teamwork
- Mentoring
- Problem-solving
- Detail-oriented
- Goal-driven
- Disciplined
- Automated system enthusiast
- Customer Service Skills
- Attention to details
- Friendliness
- High level of commitment
- Organizational skills

- Supported over 500+ onsite and remote end-users, ensuring consistent availability of critical services
- Achieved 85% first call resolution of tickets and helped reduced turnaround times significantly, addressing over 450 tickets logged per month and averaging 25+ tickets daily

EDUCATION

NNAMDI AZIKIWE UNIVERSITY AWKA, ANAMBRA STATE

Bachelor of Engineering in Electronics and Computer Engineering (Telecommunication)

01.07.2013