

OJONUGWA EMMANUEL OCHE

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TECHNICAL SERVICE SUPPORT ENGINEER | ELECTRICAL ENGINEERING | TECHNICAL SUPPORT | SOLAR ENERGY

PROFESSIONAL SUMMARY

Mathematics graduate with over 5 years of practical experience in electrical engineering, technical support, troubleshooting, maintenance, and technology-related operations. Experienced in diagnosing technical faults, supporting electrical and solar energy systems, assisting with installations and maintenance, and communicating technical solutions clearly to customers and team members. Strong analytical and problem-solving skills with a hands-on approach to service support. Able to work independently or with a team, manage technical tasks, document service activities, and respond effectively to technical issues while maintaining safety and service quality.

TECHNICAL SKILLS

- Technical Service Support
- Electrical Installation and Maintenance
- Electrical Troubleshooting and Fault Diagnosis
- Solar Energy Systems
- Inverter and Battery Systems
- Electrical Automation
- Preventive Maintenance
- Technical Customer Support
- Equipment Inspection and Testing
- IT and Computer Technical Support
- Service Documentation and Reporting
- Microsoft Excel
- Power BI
- Basic SQL
- Data Analysis and Problem Solving

WORK EXPERIENCE

Assistant Manager / IT Support

Baceipo Tech Engineering, Nigeria | 2019 – 2025

- Supported electrical, technical, and operational activities, including troubleshooting and maintenance of equipment and systems.
- Assisted with electrical installations, inspections, maintenance, and fault diagnosis to support reliable system operation.
- Worked with solar energy systems, inverters, batteries, and related electrical equipment to identify faults and support practical solutions.
- Provided technical support to customers and users by identifying problems, explaining solutions, and following issues through to resolution.
- Performed basic testing and troubleshooting of electrical and technology equipment and escalated complex faults when required.
- Supported computer and IT-related technical issues, including basic troubleshooting and user assistance.
- Maintained service records, prepared documentation, and communicated technical information to customers and team members.
- Coordinated assigned technical tasks and supported project activities while maintaining attention to safety, quality, and completion timelines.
- Used analytical and problem-solving skills to investigate faults and recommend practical corrective actions.

EDUCATION

Bachelor of Science (B.Sc.) in Mathematics

Federal University Oye-Ekiti (FUOYE), Nigeria | 2021 – 2026

Relevant coursework: Statistics and Probability, Data Analysis, Mathematical Modelling, Linear Algebra, Numerical Methods, Quantitative Analysis, and Problem Solving.

PROFESSIONAL STRENGTHS

- Technical troubleshooting and fault diagnosis
- Strong analytical and problem-solving ability

- Customer-focused communication
- Attention to detail and accurate documentation
- Fast learner and adaptable
- Able to work independently and as part of a technical team
- Commitment to safety, reliability, and quality service

CAREER OBJECTIVE

To contribute as a Technical Service Support Engineer by applying my hands-on electrical experience, troubleshooting ability, technical support skills, and analytical background to maintain reliable equipment, resolve service issues, and deliver efficient technical solutions.