

CONTACT

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EDUCATION

2023:

National Youth Service Corp, Akwa-Ibom State (NYSC)

2018 - 2022:

Federal Polytechnic Nekede Owerri, Imo State

Higher National Diploma (HND) in Computer Science

2014 - 2016:

Federal Polytechnic Nekede Owerri, Imo State

National Diploma (OND) in Computer Science

2013 - 2014:

Ahmadu Bello University, Zaria
A' Level Interim Joint Board Matriculation Examination (IJMB)

2004 - 2009:

Queenmaris College Ijegan Ikotun, Lagos State

West African School Certificate/Senior Secondary Certificate (SSCE)

2003 - 2004:

Saint Saviors high school (FSLC)

1994 - 2002:

Helmar Private School, Ijeshatedo, Lagos

TECHNICAL SKILLS

ERP & Business Systems

- ERPNext Administration
- User Account Management
- End-User Training
- Technical Documentation

IT Support

- IT Help Desk Support
- Hardware Troubleshooting & Repair
- Software Installation & Configuration
- Windows 10/11 Administration
- Microsoft 365
- Network Troubleshooting (TCP/IP, DNS, DHCP, Wi-Fi, LAN)
- Remote Support

NNADI DAVID CHUKWUEMEKA

PROFESSIONAL SUMMARY

IT Support professional with over seven years of experience providing technical support, troubleshooting hardware and software issues, and maintaining business IT systems across multi-location environments. Experienced in supporting branch operations, minimizing downtime, and delivering reliable end-user support. Previously supported IT operations across seven outlets and currently providing technical support within a 30+ outlet retail environment while building hands-on ERPNext administration experience, supporting users, and contributing to efficient business operations.

CORE SKILLS

- Multi-Branch IT Support Operations
- Hardware, Software & Network Troubleshooting
- ERPNext User Support & Administration
- RetailMan RMS Support & Administration
- IT Vendor Coordination & Support
- IT Asset & Inventory Management
- Microsoft 365 & Windows Administration
- POS Systems & Printer Support
- Backup Support & Data Protection
- User Training & Technical Documentation

PROFESSIONAL EXPERIENCE

IT Support Officer

DivaCakes | July 2026 – Present

- Provide first-line IT support across assigned retail outlets within a 30+ location business network across Lagos, Ogun, and Uyo.
- Diagnose and resolve hardware, software, and network-related issues to minimize downtime and maintain smooth business operations.
- Install, configure, and maintain computer systems, printers, and business applications.
- Support staff with day-to-day technical issues and provide timely solutions to improve productivity.
- Assist with ERPNext administration, including user support, system navigation, and routine operational tasks.
- Support ERPNext usage by assisting users with workflows, system processes, and basic troubleshooting.
- Create and maintain technical documentation for IT systems and ERP-related processes.
- Train and assist users on IT systems and business applications where required.

Old English Superstores (All Branches)

IT Officer | Dec 2023 – July 2026

- Sole IT Officer managing infrastructure across **Seven (7)** branches
- Support 50+ users, ensuring minimal downtime
- Reduced unresolved IT issues by 60% using a downtime tracking system

- System Maintenance
- Printer & Peripheral Support
- TeamViewer, AnyDesk, or Remote Desktop

Professional Skills

- Problem Solving
- Customer Service
- Communication
- Team Collaboration

PROFESSIONAL MEMBERSHIPS

- **Graduate Member, Nigeria Computer Society (NCS) | 2026 - Present**
- **Member, Internet Society Nigeria Chapter (ISOC-NG) July 2026 - Present**

Focus: Leveraging community insights on secure web infrastructure and data privacy frameworks to support multi-branch cloud enterprise systems.

CERTIFICATIONS

- M.Sc Information & Communication Technology (In view)
- CompTIA S+ (Study In Progress)
- Google IT Support Professional Certificate (Study In Progress)
- CCNA (Study In Progress)
- Ethical Hacking (Study In Progress)

PROJECTS & INITIATIVES

- System Downtime Tracker – Reduced unresolved issues by 60%
- Vendor Optimization – Improved turnaround time by 40%
- IT Expense Handling – Managed over ₦15M approvals

- Improved vendor repair turnaround time by 40%
- Supported RetailMan RMS (troubleshooting, backups, user support)
- Managed and justified IT expenses over ₦15M
- Trained staff on IT systems, reducing repeat issues
- Built internal IT processes to improve efficiency

Comprehensive Secondary School, Ikot-Esenam, Akwa-Ibom State

IT Support Intern | 2023

- Installed and configured systems and antivirus
- Repaired desktops and laptops
- Assisted with network setup and issue tracking

Billfred Nig. Ltd

2020 – 2022

Computer Operator

- Perform troubleshooting for various system errors
- Operate computer and related equipment
- Maintain supply inventory
- Format books for publishing
- Print on computer films
- Troubleshooting any malfunctions

Profice Specialties

2017

Personal Assistant

- Acting as a first point of contact for callers, dealing with emails and phone calls by responding, passing on messages or highlighting them for the manager's attention
- Managing diaries and organizing meetings and appointments, often controlling access to the manager/executive
- Booking and arranging travel, transport and accommodation
- Organizing events and conferences
- Reminding the manager/executive of important tasks and deadlines
- Typing, compiling and preparing reports, presentations and correspondence Managing databases and filing systems
- Implementing and maintaining procedures/administrative systems
- Liaising with staff, suppliers and clients collating and filing expense.

Globallinks Computers

2016 – 2017

Computer Operator

- Maintain and oversee daily jobs that involve a computer system
- Implement specific tasks as per the company guidelines that fall under the computer operator work profile
- Collaborate and coordinate with the IT team to define the operation sequence
- Determine paperwork and handle inventory as a computer operator

REFERENCES

Available upon request

Mercab Computers

2014

Computer Operator

- Install, configure, and maintain computer equipment and peripherals.
- Ensure data security and integrity by implementing appropriate backup and recovery procedures.
- Collaborate with IT team members to develop and implement IT policies and procedures.
- Keep accurate records of system performance, maintenance tasks, and user support requests.
- Stay updated on the latest technological advancements and recommend improvements to enhance system efficiency and effectiveness.
- Train users on how to utilize computer systems and software effectively and securely.

Solace Computers

2011 - 2012

Front Desk Officer

- Greet and welcome visitors and clients in a friendly and professional manner.
- Answer and direct phone calls to appropriate individuals.
- Manage inquiries and provide information about the organization's products or services.
- Schedule appointments and meetings, and maintain calendars for staff.
- Receive, sort, and distribute mail and deliveries.
- Maintain a clean and organized reception area.
- Assist with administrative tasks, such as filing, photocopying, and data entry.
- Monitor and maintain office supplies and equipment.
- Assist with other administrative duties as assigned.