David Nnorom

davidnnorom@gmail.com | https://www.linkedin.com/in/davidnnorom |+2348064115498

SUMMARY
Experienced and resourceful IT Support Specialist with 12+ years in troubleshooting, system administration, and end-user support. Expert in resolving hardware, software, and network issues, with a strong commitment to providing timely, user-focused solutions. Skilled in Windows, macOS, and cloud-based tools including Office 365 and Active Directory. Proven success in improving ticket resolution rates and enhancing service delivery.

Core Competencies

- IT Helpdesk Support (Tier 1 & 2)
- Windows/Mac OS Troubleshooting
- Network & Internet Diagnostics
- Active Directory / Office 365 Administration
- Ticketing Systems (JIRA, Zendesk, ServiceNow)
- Remote Desktop Support
- Technical Documentation & End-User Training
- IT Asset Management
- Software Installation & Updates

Skills

Technical support | Windows 10/11 | macOS | Active Directory | Office 365 | TCP/IP | DNS | DHCP | Remote Desktop | SCCM | Zendesk | Cloud Computing (AWS, Azure) | JIRA | Antivirus Tools

LANGUAGES
- English (Fluent)
- French (Intermediate)
- German (Intermediate)
- Nigerian Pidgin (Proficient)

EDUCATION
Bachelor of Science in Computer Science
2012

CERTIFICATIONS
- CompTIA A+ (Achieved)
- Virtual Assistant Certification (Achieved)
-CCNA – *(in view)*
-AWS Cloud Computing – *(in view)*
-CEH – *(in view)*
-Google IT Support Professional Certificate – *(in view)*

EXPERIENCE

IT Support Specialist, Fulltime
Lenkeys Global Services | Hybrid, Nigeria | November 2024 – till date

-Helped improve the team's ticket closure rate by 60%.
- Diagnosed and resolved software, network, and hardware issues, delivering customer support through omni-channel platforms.
- Enhanced system functionality and availability for clients by swiftly addressing escalations and collaborating with cross-departmental teams.
- Documented detailed resolutions and maintained updated technical documentation, ensuring knowledge transfer and process improvement.
- Provided technical mentorship to junior staff, enabling consistent excellence in service delivery.

IT Support Specialist, Contract
Owl Labs | Remote, United States | August 2023 – November 2024

- Delivered timely and effective resolutions to technical issues through phone, email, chat, and ticketing systems using Salesforce Service Cloud and JIRA.
- Provided advanced technical support for integrations, 3rd-party products, and large-scale deployments, ensuring seamless customer experiences.
- Trained partner engineers on product usage while advising on pre-sales technical queries to drive informed purchase decisions.
- Collaborated with cross-functional teams, identifying product improvement opportunities and tracking support metrics via detailed dashboards.

IT Support Officer, Fulltime
Hench Global Services | Hybrid, Nigeria | February 2019 – April 2023

- Enhanced system functionality and availability for clients by swiftly addressing escalations and collaborating with cross-departmental teams.
- Documented detailed resolutions and maintained updated technical documentation, ensuring knowledge transfer and process improvement.
- Provided technical mentorship to junior staff, enabling consistent excellence in service delivery.

IT Network Administrator, Fulltime
Blotech Communications | Onsite, Nigeria | July 2015 – January 2019

-Helped improve the team's ticket closure rate by 40%.
- Configured and maintained secure LAN/WAN networks, optimizing performance through traffic analysis and troubleshooting.
- Implemented advanced security measures, conducted vulnerability assessments, and safeguarded sensitive data.
- Documented network configurations and generated performance reports, enabling informed decision-making by leadership.
- Mentored junior IT staff, fostering a knowledgeable and proactive team.

Research Supervisor (Project/IT Support), Contract
NielsenIQ | Onsite, Nigeria | December 2012 – July 2015`

-Led and managed a research team of 10 members conducting studies on Health, FMCG, Access to financial services etc in the 23 LGAs of Rivers State.
- Developed study protocols, data collection instruments, and ensure ethical compliance.
-Monitored project timelines, budgets, and deliverables across multiple concurrent studies.
- Provided mentorship to research assistants and junior investigators.
-Collaborated with principal investigators, stakeholders, and external partners to drive successful project outcomes.
-Prepared reports, presentations, and manuscripts for publication and funding bodies.

IT Support Intern, Internship
Blotech Communications | Onsite, Nigeria | June 2012 – December 2012

- Provided onboarding support and training for new clients, ensuring seamless integration and product adoption.
- Collaborated with customers to tailor success strategies and deliver actionable insights.
- Supported retention efforts through proactive engagement and upsell opportunities.
- Documented feedback and suggested improvements to inform product development strategies.

References available on request