

EMMANUEL OJIMA

Block 7, Flat 9, Mubende Street, Wuse Zone 3, Abuja

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PROFESSIONAL SUMMARY

Detail-oriented and results-driven Data Analyst and IT Support Specialist with over 6 years of experience in information technology. Skilled in data analysis, reporting, and system support, with strong troubleshooting ability and business insight generation.

CORE SKILLS

- Data Analysis & Interpretation
- Data Visualization (Excel, Power BI, Tableau)
- IT Support & Troubleshooting
- SQL & Database Fundamentals
- Cybersecurity & Cloud Computing
- System Maintenance & Administration
- Reporting & Documentation
- Problem Solving & Analytical Thinking
- Teamwork & Time Management

PROFESSIONAL EXPERIENCE

IT System Support/Data analyst – Valencia Hotel, Abuja (2024 till date)

Responsibility

- Analyze and interpret data to identify trends, patterns, and actionable business insights.
- Develop interactive dashboards and management reports using Excel and Power BI,
- Write SQL queries to extract, transform, and analyze data from relational databases.
- Monitor key performance indicators (KPIs) and provide accurate, timely reports to stakeholders.
- Perform data cleaning and validation to ensure data accuracy, consistency, and integrity.
- Analyze large datasets to support business decisions and identify opportunities for improvement.
- Prepare ad-hoc reports and communicate analytical findings clearly to management and stakeholders.

- Installed, configured, and maintained IT systems, improving system reliability and minimizing downtime.
- Diagnosed and resolved hardware, software, and network issues, enhancing user productivity.
- Implemented basic security controls and antivirus solutions, strengthening system protection.
- Delivered technical support to staff, ensuring timely issue resolution and user satisfaction.
- Performed preventive maintenance to extend hardware lifespan and reduce system failures

❖ **Pension Transitional Arrangement Directorates** 2023
Administrative assistant: 22 Kastina ala maitama Abuja

Responsibilities

- Managing and maintain executive calendars, scheduling appointments and meetings effectively.
- Coordinating and organize travel arrangements including flights accommodation and transportation.
- Prepare and review reports presentations and other documents for executive meetings.
- I act as the point of contact between executive, employee, clients and stakeholders.
- Handle and prioritize incoming communications, includes emails and phone calls.
- Provide support for projects and initiatives as assigned.
- Handle highly sensitive and confidential information with discretion and professionalism.

❖ **CATHOLIC CARITAS FOUNDATION OF NIGERIAN** 2018
IT assistant: plot 459 cadastral zone B2 Durumi Abuja.

Responsibilities

- Experience installation, windows operating system, desktop application such as Microsoft office, ant-virus
- Troubleshooting printers, desktop application, windows, desktop, UPS etc.
- Maintenance of laptop PC, wireless printer and desktops, UPS and daily operations
- Basic knowledge about logic and proactive to solve problem without neglecting the safety factor.

- ❖ **UZO COMPUTER TRAINING CENTRE NASARAWA STATE** **2016**
SIWES Student, computer operator

Responsibilities

- Learning computer advance
- Training student on computer fundamental and computer component
- Computer operator and many more.

- ❖ **JOSARO WATER MARARABA NASARAWA STATE** **2015**
production supervisor

Responsibility

- Supersede the purification of water
- Overlook the production processes from the starting to the finishing
- Taste the HP water level

EDUCATION

HND Computer Science – Federal Polytechnic Idah (2020–2022)

ND Computer Science – Federal Polytechnic Idah (2015–2017)

CERTIFICATIONS

- 1 Cybersecurity Administrator (2024)
 - 2 Cloud Computing Administrator (2024)
 - 3 Diploma in Computer Operation (2017)
- Data analyst and Visualization (inveiw)
- 4 NYSC Certificate (2023)