

Emmanuel Onalo

Compliance & Technical Support Specialist

etemitope919@gmail.com | 0813 230 9211 | Ikeja, Lagos, Nigeria | linkedin.com/in/onalo25

Professional Summary

First-Class Computer Science graduate with 2+ years across compliance support and technical customer support, working with ISO 27001, PCI DSS, and NDPR frameworks. Skilled in translating regulatory requirements into client-facing guidance and resolving technical issues with high first-contact resolution. Seeking remote Customer Support, Customer Success, or Compliance Support roles in fintech/SaaS.

Professional Experience

Compliance Support & Customer Success — SmartComply, Yaba, Lagos (Feb 2025 – Dec 2025)

- Supported client compliance across ISO 27001, PCI DSS, and NDPR, resolving regulatory queries for multiple active clients per month
- Streamlined the compliance documentation workflow, reducing client query resolution time
- Partnered with cross-functional teams to close compliance gaps ahead of audit deadlines

IT Support Technician — Lafarge Holcim Africa, Ewekoro, Ogun State (Apr 2024 – Oct 2024)

- Resolved hardware, software, network, and account issues for 100+ staff members
- Managed system updates and user account administration, reducing escalation volume for complex issues

IT Support & Customer-Facing Technician — Perez Computers, Ikeja, Lagos State (Jun 2022 – Nov 2025)

- Delivered first-line technical support to 20+ clients daily across hardware, software, and network issues, achieving an estimated 90% first-contact resolution rate
- Simplified technical explanations for non-technical users, driving high same-day ticket resolution
- Installed, configured, and maintained systems and peripherals, improving client operational uptime

Education

B.Sc. Computer Science, First Class Honours

Redeemers University, Ede, Osun State — 2021 – 2025

Key Skills

- Compliance: ISO 27001 · PCI DSS · NDPR
- Technical Support: Troubleshooting · Network & Systems Support · Ticket Resolution
- Tools: CRM Systems · Microsoft Office (Excel, Word, PowerPoint)
- Core: Client Communication · Problem Solving · Cross-Functional Collaboration