

OBINNA ARMSTRONG OPARAUGO

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[OBINNA ARMSTRONG OPARAUGO](#)

Technical Support Specialist | AI & AI Automation

Career Objectives

Driven IT and Technical Support Specialist with hands-on experience in remote multi-channel helpdesk support, system diagnostics, incident resolution, and network infrastructure maintenance across multi-branch environments. Adept at managing ticket lifecycles within strict SLAs, implementing AI-driven workflow automations, and collaborating with cross-functional engineering teams to optimize system performance and end-user satisfaction.

Key Achievements

- Consistently maintained user and branch sales satisfaction ratings above 30% across 10+ operational locations.
- Achieved a 30% reduction in average ticket resolution time by standardizing diagnostic workflows and integrating automation tools.
- Successfully resolved 35% of incoming technical, hardware, and network inquiries on first contact, minimizing downtime for operational staff.
- Streamlined tier-escalation protocols for complex infrastructure bugs to Tier-2/Tier-3 product and engineering teams, cutting resolution turnaround by 20%.
- Authored technical documentation, onboarding guides, and knowledge-base workflows to support staff self-service and team efficiency.

Institutions Attended

- **HND Computer Engineering Technology**, Federal Polytechnic Nekede, Owerri, Imo State — 2019
- **ND Computer Engineering Technology**, Federal Polytechnic Nekede, Owerri, Imo State — 2016

Awards & Certifications Obtained

- **Cyber Security Training**, TS Academy — *In View*
- **AI & Automation Certification**, TS Academy — 2026
- **AI Career Essentials**, African Leadership X (ALX) — 2026
- **AWS Certified Solutions Architect – Associate**, Amazon Web Services — 2025
- **AWS Certified Cloud Practitioner**, Amazon Web Services — 2025
- **Professional Development Skills**, African Leadership X (ALX) — 2025
- **Virtual Assistant Certification**, African Leadership X (ALX) — 2024

- **ISO/IEC 27001:2022 Information Security Management**, SkillFront — 2024
- **Cyber Security Analyst Program**, Ijan-Africa — 2024

Work Experience

FMCG Distribution Company, Lagos State

Position Held: IT Support Engineer

Date: Aug 2023 – Present

- Deliver remote technical support via phone, email, and online ticketing channels to over 10 regional branches, resolving 95% of inquiries on first contact.
- Diagnose, troubleshoot, and perform root-cause fault finding on software, hardware, and network connectivity issues to maintain high system availability.
- Integrate automated workflows using Zapier and Make to streamline incident logging and reduce average ticket resolution times by 30%.
- Escalate complex technical incidents, infrastructure bugs, and software faults to global product and engineering teams while tracking compliance against SLAs.
- Utilize remote desktop tools and ticketing platforms to document technical solutions, build knowledge-base articles, and guide user onboarding.

Ganocepoxyart, Lagos State

Position Held: IT Business Support Specialist

Date: Mar 2022 – July 2023

- Provided direct technical assistance and helpdesk support to internal staff and external business partners on cloud platforms, system configurations, and network access.
- Executed hardware installations, workstation deployments, operating system upgrades, and peripheral setups for expanding multi-site operations.
- Enforced IT security policies, user access management, endpoint protection, and data security standards to protect company workstations.
- Oversee IT asset lifecycles, hardware inventory tracking, stock reordering, and vendor relationship management.
- Authored step-by-step user guides, operation manuals, and technical documentation to improve internal self-service resolution.

Skills

Technical Support	Tools	Soft Skills
Multi-Channel Tech Support	Spiceworks, TeamViewer, AnyDesk, Zoho Assist	Problem-Solving
Hardware & Software Troubleshooting	Task Manager, Device Manager, VirtualBox, Windows OS	Communication
Cloud Computing (AWS)	AWS Cloud Services, Google Workspace, Zoho Workplace	Time Management
AI & Automation Tools	Claude Code, Lovable, VAPI,	Customer-Centric
Workflow Automation	Zapier, Make, n8n	SLA Compliance
Network & Access Management	Active Directory, Group Policy (GPO)	Team Collaboration

References: Available on request.