

OKORO N. PIUS

IT Support/Data Analyst

CONTACT INFO

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Lagos 

EDUCATION

Bachelor of Science
Michael Okpara University of
Agriculture

SKILLS

- Technical trouble shooting •
- OS and Software Know-How •
- Scripting/Programing •
- Security awareness •
- Data Analysis •
- ERP and HRM application and
Implementation •
- Data Management and Integration •
- Employee relations and Information
Management •
- Strategic and Workforce planning •
- Time Management •
- Project Management •
- Adaptability •
- Teamwork •
- Microsoft Excel •
- Microsoft Word •
- Microsoft PowerPoint •
- Microsoft Outlook •
- Microsoft OneNote •

CERTIFICATIONS

- CISCO Cyber Security Professional (in view) •
- IBM Data Analyst 2024 •
- Leadership and HR Masterclass 2024 •
- Google Skill Up Africa: Certificate | 2023 •
- Google Search Engine Optimization:
Certificate | 2022 •
- Project Manager: Award | 2022 •
- Amnesty International: Peace and
Conflict resolutions: Certificate | 2016 •
- Practical Banking: Certificate | 2016 •

CAREER OBJECTIVE

I am an individual with a proactive mindset, who possess the passion for learning and a strong will for work ethics. I have a track record of success in acquiring new skills and completing tasks effectively and efficiently. My ultimate goal is to consistently excel and be recognized as a top performer in any role I undertake. To leverage my technical expertise and problem-solving skills in an IT support role, ensuring seamless tech operations and empowering users to maximize productivity.

WORK EXPERIENCE

IT Support/Data Analyst

GODP Consulting

December 2023 - current / Ikeja , Nigeria

- Troubleshooting & Fixing Issues: I resolved hardware, software, and network problems for employees, whether it's a laptop glitch or Wi-Fi outage.
- User Support: I answered tech queries via phone, email, or ticketing system, and guiding staff through fixes.
- System Maintenance: keeping software updated, monitoring system health, and patching vulnerabilities.
- Hardware & Software Setup: configuring new devices, installing apps, and decommissioning old gear.
- Network Management: ensuring connectivity, managing firewalls, and keeping the internet running smoothly.
- Security Enforcement: enforcing password policies, monitoring for threats, and responding to breaches.
- Documentation: maintaining knowledge bases, writing procedures, and logging fixes for future reference.
- Training & Guidance: coaching staff on new tools or troubleshooting basics.

Tax Auditor Field officer

Boulevard East Consultants

July 2021 - November 2023 / Allen, Ikeja

- Collaborated with the Lagos State Internal Revenue Service and Federal Revenue Service to conduct statutory tax audits, enhancing compliance for over 20 clients and identifying potential savings of up to 15% in tax liabilities.
- Compiled detailed reports after each tax audit, highlighting key findings and strategic recommendations, leading to improved compliance and efficiency across the organization.

- Synchronized and synthesized insights from multiple tax audits conducted in the field, uncovering key compliance issues that informed strategic recommendations.
- Acquired valuable skills in project management and collaboration through targeted on-the-job training, directly contributing to a 15% increase in team project efficiency.
- Championed strategic initiatives with the managing director, boosting team performance by 20% and aligning goals with company objectives.
- Streamlined reporting processes in Excel, reducing reporting time by 30%, and enhanced team communication through Outlook, increasing collaboration efficiency.

Admin / Creative Art Director

Betkay International School

September 2017 - June 2021 / Isolo , Nigeria

- Assisted in the recruitment and onboarding for 15+ staff, boosting team productivity by 20% within three months.
- Managed and maintained accurate records for over 30 employees, improving attendance tracking accuracy by 15%.
- Spearheaded the development and implementation of HR policies, enhancing compliance by 25% and aligning with school's objectives.
- Enhanced workforce planning and employee development strategies, improving team performance by 30% through targeted training initiatives.
- Resolved employee relations issues and conflicts, enhancing team collaboration by 20% through effective communication and discretion.
- Ensured 100% compliance by proactively tracking staff certifications, licenses, and mandatory training requirements.
- Streamlined payroll and benefits for 30+ employees, increasing reporting accuracy by 20% and efficiency by 15%.
- Organized curricula for Nursery to Junior Secondary, aligning with state standards to improve student performance by 10%.
- Empowered students to excel in internal and external first school leaving certificate examinations through innovative teaching methods and tailored preparation strategies, resulting in improved pass rates.
- Provided insightful weekly and monthly reports on academic performance to the head teacher using MS Excel and educational software, enabling informed strategies that enhanced student learning outcomes.

Social Media Handler (Part-Time)

National Association of Performing Artistes, MOUAAU

May 2014 - December 2016 / Michael Okpara University, Umudike

- Moderated user-generated content to ensure all interactions aligned with the brand's mission, fostering a positive community environment and increasing follower engagement by 25%.
- Crafted engaging social media content for Twitter, Instagram, and Facebook, inspiring 13 to 18-year-olds to explore and enhance their writing skills, resulting in increased participation and interaction.
- Drove a 25% increase in total followings by engaging with the target audience on social platforms through creative content and meaningful interactions.
- Collaborated with cross-functional teams to develop and implement innovative strategies that enhanced project outcomes by 20%.