

# ONWUNALI GODSON G

## IT TECHNICIAN | IT SUPPORT SPECIALIST

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## PROFESSIONAL SUMMARY

Detail-oriented IT Technician and IT Support Specialist with a Higher National Diploma in Computer Science and foundational knowledge in networking, technical troubleshooting, and user support. Skilled in resolving technical issues, assisting users with system-related concerns, maintaining operational efficiency, and providing quality customer support. Currently strengthening technical expertise through CCNA and CompTIA Network+ certifications while seeking opportunities to contribute to IT operations and technical support environments.

## CORE SKILLS

Technical Troubleshooting • IT Support • Network Fundamentals • Help Desk Support • Microsoft 365 • Google Workspace • CRM Systems (Zoho CRM, Zendesk, Salesforce Essentials) • Communication • Problem Solving • Customer Support

## CERTIFICATIONS

- CCNA (Cisco Certified Network Associate)
- CompTIA Network+
- Dakins Foreign Customer Service Training

## PROFESSIONAL EXPERIENCE

### Customer Service Representative — Sun Light | 2023

- Handled customer inquiries and resolved issues while maintaining excellent service standards.
- Documented customer interactions and maintained accurate records.
- Supported issue resolution and escalated technical concerns when necessary.

### Customer Service Support / IT SUPPORT — Binatone | 2022

- Provided first-level customer and technical support for product and service inquiries.
- Guided users through troubleshooting procedures and technical issue resolution.
- Escalated technical cases and ensured proper follow-up until resolution.

## EDUCATION

Higher National Diploma (HND) in Computer Science | 2023

OGUN STATE INSTITUTE OF TECHNOLOGY

Network Management / ICT, NIIT | 2024