

Samuel Mang Ojebe

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Profile Summary

Highly driven IT Support Specialist with a solid understanding of troubleshooting, system setup, device configuration, and user support. Known for strong communication, patience, and the ability to break down technical issues into simple solutions. Ready to contribute to a professional IT team and grow through practical experience.

Work Experience

FinZ Africa

Assistant Customer success Manager, Lagos State | July 2026 – Till Date

- Assisting customers with bill payments, transactions, and group savings services.
- Supporting customer onboarding, education, and engagement.
- Resolving customer issues and escalating complex cases when necessary.
- Collecting customer feedback to improve products and services.
- Monitoring customer satisfaction, retention, and overall user experience.

ShopTofi

Customer Service Representative, Lagos State | January 2026 – June 2026

- Answering questions about products
- Handle complaints and solve customer problems
- Process orders, returns, and requests
- Keep customer records updated
- Assist customers with product use
- Follow up to ensure satisfaction
- Work with other teammates, especially logistics department, to ensure speedy delivery
- Constant follow up on our clients

3pleC Xpert Tech Ltd

Intern – Social Media Manager, Awka, Anambra State | October 2025 - November 2025

- Managed company social media accounts, improving engagement through timely content posting and monitoring.
- Assisted in troubleshooting technical issues related to digital platforms and user interfaces.
- Collaborated with the IT team to optimize workflow tools and reporting dashboards.

Frank Power Technologies Ltd

Industrial Trainee – Learning Cybersecurity, Awka, Anambra State | May 2024 - November 2024

- Gained hands-on experience in basic cybersecurity practices, including network monitoring and threat detection.
- Assisted in setting up and configuring secure systems under supervision.
- Learned to identify and troubleshoot common system vulnerabilities.

Education

Bachelor's Degree in Computer Science

Nnamdi Azikiwe University, Awka, Anambra State - 2025

Secondary School Certificate (SSCE/WAEC/NECO)

Royal Rock Academy, Aba, Abia State - 2021

Skills

Technical Skills:

- Troubleshooting hardware and software issues
- Windows and Linux OS
- Basic networking and system setup
- Cybersecurity fundamentals
- Microsoft Office Suite & productivity tools
- Communication and interpersonal skills
- Problem-solving and analytical thinking
- Teamwork and collaboration

Referees: Available on Request