CHARLES AIYENIGBA

IT SUPPORT SPECIALIST | TECHNICAL ASSISTANT

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PROFESSIONAL SUMMARY

Detail-oriented and proactive IT Support Specialist with 3+ years of experience resolving hardware, software, and networking issues in high-demand environments. Proven track record of improving system uptime and reducing technical disruptions by 20% through effective troubleshooting and automation. Skilled at providing remote support using RustDesk, Microsoft QuickAssist. Eager to contribute technical acumen and problem-solving skills in a fast-paced technical assistant or IT support role.

WORK EXPERIENCE

GRACETECH GROUPS   **Abuja, FCT**
Technical Assistant   **JAN 2025 TO DATE**

- Provided end-to-end technical support for the Executive Chairman and staff across departments.
- Installed, crimped, and tested RJ45 cables, improving LAN stability and reducing network errors.
- Delivered remote troubleshooting using RustDesk, resolving hardware/software issues efficiently.
- Supported proposal development and strategic IT documentation.

INDEPENDENT NATIONAL ELECTORAL COMMISSION (INEC)   **Abuja, FCT**
IT Support/System Analyst   **JAN 2022 - MAR 2023, JAN 2024 - OCT 2024**

- Provided IT support to 50+ users, reducing software downtime by 20% through efficient diagnostics.
- Resolved 20+ BSOD cases using Safe Mode and targeted driver updates.
- Offered real-time technical support to electoral field officers during sensitive operations.

QUERYFIER LLC   **Abuja, FCT**
Data Scientist (Intern)   **AUG 2023 - NOV 2023**

- Built and evaluated predictive models using Python to support business decision-making.
- Conducted data cleaning, analysis, and visualization for structured and unstructured datasets. and machine learning algorithms.

CENTRE FOR APPLIED MACHINE LEARNING AND DATA SCIENCE   **Abuja, FCT**
Technical Researcher (Intern)   **AUG 2023 - NOV 2023**

- Published technical articles simplifying complex data science and machine learning concepts.

Lustack LLC   **Abuja, FCT**
Software Quality Assurance Engineer (Team Lead)   **Jul 2023 - Aug 2023**
- Led a QA team to validate software releases, improving product stability before deployment.
- Documented testing processes and bugs using Notion, streamlining collaboration.

MTN Salmana Views and Communications   **Abuja, FCT**
IT Intern   **Jul 2020 - Dec 2020**
- Executed efficient troubleshooting and driven advancements in network service provider operations.

EDUCATION

Federal University Lokoja   **Lokoja, Kogi**
Bachelor of Science, Major in Computer Science   2023

SKILLS

Systems Administration - IT Remote Support - IT Support - RustDesk - Google Workspace - Microsoft Office Suite - LAN Configuration - Software Troubleshooting - Linux (Ubuntu, Kali) - Data Entry - Python Scripting - Data Science - Git - Notion - Sentiment Analysis - Prompt Engineering - Problem-Solving - Critical Thinking - Team Collaboration - Communication - Technical Writing - Adaptability.

CERTIFICATIONS

- **Applied Data Science Lab - WorldQuant University**
- **Introduction to Cybersecurity- Cisco**
- **Cybersecurity Essentials - Cisco**
- **Crash Course on Python - Coursera/Google**
- **Career Essentials in Cybersecurity by Microsoft and LinkedIn**
- **Introduction to Computers and Operating Systems and Security**
- **Introduction to Networking and Cloud Computing**
- **ALX AiCE - AI Career Essentials**

PUBLICATIONS

- **Run your ChatBot Locally (No Data, No Problem)**
- **The Human Factor in Social Engineering**
- **A Windows User's Guide to Linux: Assessment of WSL, Virtual Machines & Dual Boot**
- **Understanding the Basic Principles of the Web**
- **Sentiment Analysis with Python: A Rookie's Guide**
- **Sentiment Analysis of the 2023 Nigerian Presidential Elections (*B.Sc Project Work*)**

LANGUAGES

- English (Official Language)
- Yoruba (A2)