



## Samuel Ndon

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**Home:** Lagos (Nigeria)

### WORK EXPERIENCE

#### Web Developer

*Sterling Oil Exploration and Energy Production Company* [ 05/07/2023 – Current ]

**City:** Lagos | **Country:** Nigeria

- Design user interfaces for web and mobile applications, focusing on user experience and usability.
- Collaborate with other developers to ensure seamless integration of designs.
- Conduct usability testing and iterated on designs based on user feedback.
- Develop and maintain company's websites using HTML, CSS, and JavaScript.
- Build websites using CMS like WordPress.

#### Information Technology Specialist

*Corona Schools* [ 19/10/2020 – 30/06/2023 ]

**City:** Lagos | **Country:** Nigeria

- Maintained the school's website, Moodle LMS portal and mobile app
- Managed an IT helpdesk
- Created report templates for report compilation using a report generating software
- Published generated reports to the school's mobile app
- Managed Active Directory support (Group policy, permissions, account provisioning)
- Configured computers, installed software, provided support for Windows 7, 10 and Windows 11 pro
- Carried out Microsoft Office 365 support, maintenance, and administration
- Provided Microsoft Dynamics setup and support
- Managed MS Teams for the school, created user accounts and customized MS Teams policy to school's specifications
- Ran engagements on social media platforms including Facebook and Instagram
- Assisted in network and servers administration and maintenance
- Created and edited video content for the school
- Developed strong problem-solving skills and customer service abilities.

#### Technical Support Officer

*Nottren Solutions Ltd* [ 18/12/2018 – 30/09/2020 ]

**City:** Lagos | **Country:** Nigeria

- Provided first-line technical support to employees via phone, email, and remote access.
- Diagnosed and resolved hardware, software, and network issues.
- Performed regular maintenance and updates on computer systems and software.
- Monitored and maintained computer systems and networks to ensure optimal performance.
- Installed and configured new hardware and software as required.
- Assisted staff with technical issues related to software applications, network connectivity, and peripheral devices.
- Conducted user training sessions to enhance staff proficiency with company IT systems and tools.
- Developed and distributed user guides and documentation.

## IT Support

Sidehuss Ng [ 03/10/2016 – 30/11/2018 ]

**City:** Lagos | **Country:** Nigeria

- Collaborate with IT team members to implement network upgrades and improvements.
- Maintain an inventory of IT assets, including hardware and software licenses.
- Provide primary technical help to employees via phone, email, and remote access.
- Identify and resolve hardware, software, and network problems.
- Escalate complex issues to senior IT staff or external vendors as needed. Conducted website testing.

## Manager /Program Coordinator /Trainer

Island Computer College [ 21/04/2014 – 31/10/2016 ]

**City:** Lagos | **Country:** Nigeria

## EDUCATION AND TRAINING

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### BSc, Electronics and Computer Technology

University of Calabar, Calabar, Cross River [ 06/09/2008 – 14/04/2014 ]

**City:** Calabar | **Country:** Nigeria | **Website:** <https://www.unical.edu.ng/> | **Level in EQF:** EQF level 6

### Certificate in Web Design

Mindluster [ 04/2023 – 06/2023 ]

**City:** Online | **Website:** <https://www.mindluster.com/> | **Level in EQF:** EQF level 5

### Diploma in IT Support

Coursera [ 03/2022 – 12/2022 ]

**City:** Online | **Website:** <https://coursera.org/> | **Level in EQF:** EQF level 5

### Microsoft Technology Associate - Windows OS Fundamentals

Microsoft [ 2022 – 2022 ]

**City:** Online | **Website:** <https://learn.microsoft.com/en-us/credentials/> | **Level in EQF:** EQF level 5

### Diploma in IT Support

Shaw Academy [ 03/2016 – 09/2016 ]

**City:** Online | **Website:** <https://www.shawacademy.com/> | **Level in EQF:** EQF level 5

## LANGUAGE SKILLS

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**Mother tongue(s):** Ibibio

**Other language(s):**

**English**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2**

*Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user*

## DIGITAL SKILLS

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Adobe Photoshop, AI / Mastery of the online tool Canva / CapCut Video Editor / HTML, CMS, Javascript, Wordpress, PHP, MySQL