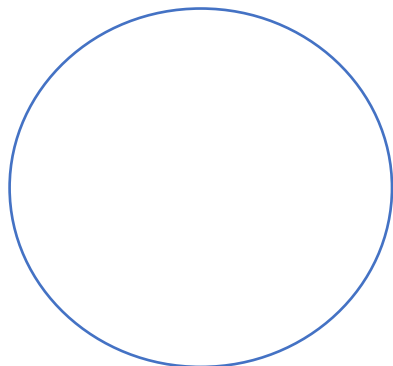# Tobenna Bliss UKACHUKWU

Operations Specialist | VCI Nigeria - Viasat Inc.

PROFILE

Operations Specialist with 8+ years of experience in Operations and Network engineering for the technology sector businesses. Cultivates rapport with individuals to optimize project goals and output, resolves complex problems and deliver improved strategies. Proficient in Project Management and Network/Internet Service Provision (ISP). With Bachelors in Computer Science and a Diploma in Information Technology, I'm looking at leveraging my knowledge and experience on a new role.

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📍 Lagos, Nigeria

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PROFESSIONAL EXPERIENCE

Operations Specialist

Viasat Inc, NG │ Sep 2021 – May 2022

- Lead a team of 10 engineers to roll-out/deploy 10 RF Community WiFi/Internet sites 60 days.
- Transitioned from PIN system of recharge to Voucher system using ExpressWiFi platforms and tools.
- Lead the transition to Point-to-Multi-Point deployments, replacing the existing MESH design within the first-quarter of 2022.
- Trained the team of engineers on end-to-end process of staging of device to full site deployment.
- Improved the technical support turn-around time by 40% within my first three (3) months.
- Lead the Site-Survey team for extra 10 sites in Edo state, aiding swift management decision on site selection.
- Improved site sites uptime by 30%. Customer satisfaction increased by 27%, with significant increase in purchasing power.
- Reduced logistics cost of materials, by shortening the ETA for materials.
- Generates reports for top management decision making using insights from available monitoring tools such as; ExpressWiFi platform, Ruckus analytics, RF-Cloud, GPS coordinates, etc.

Technology Officer

TIG Communications Ltd, NG │ Sep 2017 – August 2021

- Lead the technical team for a period of 3+ years towards managing/supporting SMS and Web based contents through Platform as a Service (PaaS) using Postman as a tool in delivering Value Added Services (VAS).
- Improved SMS and Web based contents subscriber base by 15% within six (6) months.

EDUCATION

B.Sc (Hons) Computer Science

Madonna University, River State, NG
September 2015

Diploma in Information Technology

Federal University of Technology, Yola
February 2009

CERTIFICATIONS:

- Introduction to Cybersecurity
- Avanti Newtec Training.

KEY SKILLS

Microsoft Suite.
G-Suite / Google Apps.
Project Management.
Certified K-Band VSAT Installer.
Internet Service Engineer.
Technical/Customer Support.
Solar Kits Installer.
Software + Hardware Support.
Linus, MAC, and Windows.
HTML, CSS 3, PYTHON (Intermediate).

ADDITIONAL SKILLS

Team leadership.
Problem solving.
Resource planning and scheduling.
Critical thinking.
Good communication skills.

- Responsible for securing the company's second Value Added Service license in 2019 by Nigerian Communication Commission (NCC).
- Responding for on-boarding two major aggregators to drive Virtual Top up (VTU) vending through bank electronic channel from the first quarter of 2019.
- Consistently met the company's VTU monthly target.
- Lead all Vendor Technical Remote Support Access (VTRSA) and Virtual Private Network (VPN) with Mobile Network Operators (MNO).
- Lead the decision making during the UX/UI to full deployment of the TIG web interface 2.0. Providing web base vending to clients on our platform.
- Managed and supported the Inventory/Accounting platform (BusyWin) for inter operations/control.
- Increased active/purchasing client base by ~35% using easy to interpret Application Programing Interface (API) to reduce the bottlenecks during client's system integration and on-boarding.
- Designed and supported the company's intranet and Internet connectivity while training staffs on level-one support. The improved productivity.
- Qualified TIG's for MTNN's Yellow Digital Financial Services Strategic partnership offer. This houses MoMo.

Research Development
Tizeti Network Ltd (wifi.com.ng), NG │ June 2017 – Sep 2017

- Pioneered Hotspot v1 services for homes, hotspot locations and event location with a client base of over 5,000 users within Lagos.
- Optimized Teleport/Virtual Private Network v1 for improved speed.
- Provided event WiFi for Stutern 2017 job fair at University of Lagos.
- Handles L3 internet/network issues.
- Supports field engineers remotely.
- Trained Technical Support Engineers on teleport speed optimization.
- Generates report for top management for next steps decisions.
- Improved SMS and Web based contents subscriber base by 15% within six (6) months.

Technical/Customer Support Engineer
Tizeti Network Ltd (wifi.com.ng), NG │ Jun 2016 – Jun 2017

- Customer's ticket/issue resolution turn-around time was reduced to ~24 – 30 hours.

TECHNOLOGIES

- ✓ Avanti K-Band Sattellite.
- ✓ Peplink.
- ✓ Ruckus.
- ✓ Ubiquiti.
- ✓ Mikrotik.
- ✓ Cisco.

- Improved customer satisfaction by 20% through timely support and communication/feedback.

- Visits client's locations where remote troubleshooting proves not resolve the issues.

- Attended to inbound and outbound calls to and from customers and ticket raised where issue couldn't be resolved on the first call.

- Used email and chat applications for customer engagement and issue tracking.

- Deploy signal extenders (radios and routers) for improved coverage at desired locations.

- Trains the customer on L1 support/issues resolution to save cost and man hour on physical visits.

- Escalates unresolved issues to respective teams for a follow-up.

- Draw-up daily, weekly, and monthly reports to help monitor device behavioural pattern for decision making.

WEB Application Developer (Internship)

Quanteq Technology Services, NG │ Jun 2014 – Oct 2014

- Goes from sketching of application interface to representing it graphically.

- Hard-code the sketched design using HTML and CSS.

- Adds functionalities using JavaScript library such as JQuery.

- Continuously improve UX/UI and application functionalities.

Administrative Executive │ICT Officer

PrimeWest Properties Limited, NG │ Mar 2011 – Jun 2014

- Creates new client's record for future referencing.
- Maintains integrity of stored records by updating them.
- Prepares reports for management staff.
- Handles document processing.
- Computes salaries.
- Conducts level-1 interview for new hires.
- Represent the MD during meetings.
- Presents sales pitches to client's
- Performed Level 2 hardware and software maintenance.