**JAMES**

*Email:* [*james.361432@2freemail.com*](mailto:james.361432@2freemail.com)

*C/o- Telephone: +971501685421*

***PROFILE***

Adynamic, innovative, adaptable, resourceful and outgoing individual interested in building a career in information and communication engineering in a leading ICT organization. Havingexcellent analytical, interpersonal and communication skills, Ready to learn in new environment and also the ability to work well in a team, workand meet deadlines.Focused on achieving business objectives, while developing career in a team of motivated professionals

***SKILLS AND ACHIEVEMENT***

**Effective Communication**: presentation skills and confidence demonstrated during the delivery of tutorials and group presentation at the University of Birmingham. Has delivered presentation to group of 20 – 200 and comfortable with public speaking.

**Team Working**: Has the experience of working in groups during several academic projects and assignments in the university, Involved in planning, role allocations, coordination and commitment both in the University and the cooperate environment

***CAREER HISTORY***

2015 **Orleans Investment West Africa (Interoil Investment)**

Onne Oil and Gas Free Zone Port Harcourt

Rivers State, Nigeria

**Job Role**: Customer Support/ Network & IPTV Engineer

**Responsibilities and Achievements**

* Provide support to customer programming staff in all products and perform troubleshoot on all field inquiries.
* Analyse customer issues and develop necessary actions and ensure optimal levels of customer satisfaction to provide appropriate   
  support for same.
* Administer all resources and ensure delivery of product fixes within timeframe.
* Manage all customer issues and if required escalate it to required departments.
* Perform troubleshoot on all network and application issues and recommend resolutions to ensure better customer services.
* Manage requests from internal and external clients and resolve it through email and phone.
* Maintain accurate customer documents and prepare reports for all issues and resolutions.
* Provide solutions to all customers and partners and ensure effective deployment of IPTV SET TOP BOX and configuration of the equipment.

2014 **Clad and Learning Spaces Department**

University of Birmingham Edgbaston

West Midland United Kingdom

Job Role: IT Administration Assistant

**Responsibilities and Achievements**

* Supporting of staff across the University with the migration of their content from the legacy virtual learning environment (webCT) into the new platform (Canvas).
* Delivering support in the use of the available migration tools and process to system users, on a one – many and one – to – one basis.
* Providing quality assurance for the transfer of materials from the legacy VLE to the new VLE for bulk migration
* Helping to configure local courses within the new VLE ready for use including enrolments.

2012 – 2013 **Nutech Telecoms and Technical Services (NTTS)**

NEET GROUP Victoria Island, Lagos Nigeria.

Job Role: Customer Support /Telecom Engineer

**Responsibilities and Achievements**

* Give support, monitor , and maintain computer systems and Networks
* Installing and configuring computer systems, diagnose hardware and software faults, solve technical and applications problem either over the phone or in person
* Troubleshooting system and network problems.
* Replacing parts as required in any system
* Providing first level support to client, including procedural documentation and relevant reports
* Following diagrams and written instructions to repair a fault or set up a system
* Setting up new user’s accounts and profiles and dealing with password issues.
* Responding within agreed time limits to call- outs and closing of tickets
* Testing and evaluating new technology
* Conducting electrical safety checks on computer and telecom equipments
* Installation and configuration of Alcatel Omni Pcx PBX and Panasonic TDA 100, 200, 600, TEM 824 PBX
* Ability to handle and support various telecoms equipments, identify, evaluate, and find solution to difficult technical problems.
* Site Survey of client location for installation of telecom equipment, CCTV, Internet, biometric machine, and cabling.
* Cabling installation, termination on rack, rack structuring, and maintenance.
* Giving first level support to client and SLA customers
* Configuration and installation of Alcatel Omni Pcx PBX including the configuration of the E1 lines and automated attendance in companies such as Diamond Bank , Ajumogobia and Okeke law firm, Indian Language School Lagos, DHL Lagos all in Nigeria.
* Configuration and installation of Panasonic TDA PBX series in locations such as Government house Uyo, AkwaIbom state Nigeria, Fareast Mercantile (FMCL) Lagos, Financial Derivative Lagos.
* Cabling installation and structuring for organizations such as Eko Hotel and Suites Lagos, Electrint Nigeria Limited Lagos, Federal Internal Revenue Lagos Nigeria.

2009 – 2010 **Science and Engineering Workshop (SEW)**

University of Port Harcourt, Rivers State, Nigeria

Job Role: Industrial Training

**Responsibilities and Achievements**

* Cleaning and De – greasing of engineering equipments in the workshop such as the Lathe, drilling, guillotine, and folding machine
* Provide technical assistance to project students during their project fabrication.
* Ensuring that safety was a priority in the workshop during the duration of the training.
* Fabrication of a mini folding machine and local grinding machine.

***APPLICATION PACKAGES EXPERIENCE / IT SKILLS***

* Microsoft office packages (MS- Word, MS- Excel, MS- PowerPoint, Visio), Operating System recommendation and installation.
* MathWork environment (MATLAB, Simulink)
* Have good knowledge on all desktops based operating system such as windows, MAC e.t.c.
* Have good networking skills and knowledge which was acquired during my MSc programme in communications engineering and networks
* System admin support which involves configuration of Outlook email and giving first level support to users
* Have good Knowledge of 2G and 3G Technology
* Have good networking skills and knowledge which was acquired during my MSc programme in communications engineering and networks, have good knowledge on CISCO products (voice & Data), Cisco layer 2 and Layer 3 devices configuration

***EDUCATION AND QUALIFICATION***

2013 – 2014 **Master of Science (Hons)**

In Communications Engineering and Networks

(***With Distinction***)

University of Birmingham, Edgbaston United Kingdom

2006 – 2011 **Bachelor of Science (Hons)**

In Physics / Material Science

University of Port Harcourt, Rivers State Nigeria

(***Second class (hons) upper division***)

2005 – 2006 **Certificate in Basic Studies Programme**

In Pure Physics

University of Port Harcourt Rivers State, Nigeria

1996 – 2002 **Senior Secondary School Certificate**

The Light Secondary School

Port Harcourt Rivers State, Nigeria

**THESIS**

***MSc:*** *Compressed sensing applied to radar sparse signal reconstruction from samples taken at Sub-Nyquist frequency (University of Birmingham)*

***INTEREST***

Swimming, football, painting, reading, travelling, and willingness to learn

***REFERENCES***

*Available on Request*