

# STEPHEN NWADIKE

IT SUPPORT SPECIALIST

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## Professional Profile

Dedicated and results-oriented IT Help Desk Support Specialist with over 10 years of experience managing computer systems, hardware maintenance and software deployment. Proven track record in executing complex technical installations, managing diverse teams, and optimizing operational workflows for startups and educational institutions. Experience in balancing the "3 M's" (Man, Money, and Machine) to drive organizational efficiency.

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## Core Skills

- **Software:** Microsoft Office Suite, WordPress, Website Management, Graphics Design etc.
  - **Technical:** Software and Hardware Maintenance, Troubleshooting, Repair & Installation, OS and Active Directory, Remote Support, Ticketing and Managing Networking.
  - **Management:** Project Management, Client Relationship Management, Staff Training & Coordination.
  - **Soft Skills:** Clear communication and documentation, Active Listening, Empathy, Patience, Positivity and respect, Attention to details, Time management and Prioritization, Adaptability, Accountability, Teamwork.
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## Professional Experience

**The Health City (Non-Profit)** | *Nigeria (Remote)*

**Volunteer Graphics Designer** | *August 2020 – Till date*

- Design of graphics materials for social media and events

**National Population Commission** | *Abuja, Nigeria*

**Programme Analyst II** | *September 2024 – January 2026*

- Analyzed and processed demographic data sets to support national census and vital registration initiatives.
- Monitored and evaluated the performance of specialized software used for digital birth and death registrations.

- Collaborated in the registration of vital statistics
- Generated technical reports and data visualizations to assist policymakers in understanding population trends and resource allocation.
- Facilitated technical briefings and training for field officers on the use of Personal Digital Assistants (PDAs) and mobile data collection tools.

**odt. Laptops & More** | *Abuja, Nigeria*

**Lead Partner** | *January 2016 – January 2026*

- Manage and coordinate end-to-end graphics and web design (WordPress) projects, ensuring all designs meet client vision and strict deadlines.
- Oversee the procurement, sale, installation, and repair of various tech gadgets, including laptops, desktops and accessories.
- Conduct technical training and tutorial sessions for schools, NGOs, and corporate clients.

**Rexous Technologies Ltd** | *Anambra, Nigeria (Abuja Office)*

**Center Manager/Teacher – FGC Kwali** | *February 2016 – August 2022*

- Directed daily operations, including student and staff ICT training and technical assistance for parents and teachers.
- Successfully transitioned the school’s result entry system from manual processes to a mobile and web application.
- Managed all ICT requirements, including the school website, result portal, and external examination preparations.
- Oversaw the maintenance, procurement, and repair of all computer equipment while ensuring strict adherence to security and financial procedures.
- Prepared comprehensive monthly financial and operational reports for senior management.

## **Education**

**Madonna University, Nigeria** | *2008 – 2013*

Bachelor of Engineering (BEng) in Electrical Electronics Engineering

## **Trainings & Certifications**

**Certified Project Manager**, International Project Management Professionals Ltd (2014).

- Focus: Time, Materials, and Personnel Management.

**Diploma in System Engineering**, Ami-Tech Computer Training Institute (2009).

- Focus: Hardware Troubleshooting, Software Installation, and Component Identification.