

CHIGOZIE COSMOS OZIRI

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AWS CLOUD | I.T SUPPORT | TECHNICAL WRITER | DATA ENTRY

Highly motivated and detail-oriented professional with a strong tech foundation, excellent communication skills, and a customer-centric approach. Seeking entry-level roles in IT support, technical writing or data entry. Adaptable, quick learner, and committed to delivering exceptional results. Eager to contribute to your organization's success.

Soft Skills

- Communication
- Documentation
- Research
- Adaptability
- Teamwork
- Attention to detail
- Organization
- Customer Service
- Problem-solving

Technical Skills and Tools

- AWS Cloud
- Data Entry: Microsoft Office, Google Docs, Spreadsheet and Forms
- CI/CD: Jenkins, GitHub Actions
- Versioning and Collaboration: GitHub
- Linux System Admin: Bash Scripting, Python
- IaC: Ansible, Terraform, Kubernetes
- Software Containerization: Docker
- Frontend: HTML, CSS, JavaScript

Education & Training

Diploma in Cloud Engineering – AltSchool Africa, Nigeria	2022 – 2023
Higher National Diploma, HND in Science Technology – Nigeria	2016 - 2018
National Diploma, ND in Science Technology – Nigeria	2013 - 2015

Work Experience

IT Support, Operations Manager – VSONET Group, Lagos, Nigeria **Feb. – Jun. 2022**

- Increased technical support availability, reducing task execution time.
- Developed and updated ICT/Coding course curriculum for client schools.
- Conducted training of client's employees on a new software product.
- Provided training to new interns.
- Implemented cost-saving policies and introduced Google Calendar for managing operations.

Education Delivery Lead – Daniel Analytics, Lagos, Nigeria **Nov. 2022 – Present**

- Improve the instructional designs of courses to enable easier understanding by learners.
- Provide necessary support to learners.
- Assess the performance of instructors to ensure that educational goals are met.
- Assist in the development of course curriculum.
- Use insights from research and market feedback to make improvements to training courses.