

# CHIJOKE ATTAH

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## EDUCATION

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<b>Humber College</b> <i>Associate's, Computer Programming</i>	<b>May 2025 - August 2026</b>
<b>Toronto Metropolitan University</b> <i>Bachelor's, Economics</i>	<b>September 2019 - December 2024</b>

## CERTIFICATIONS

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COMPTIA SECURITY +  
AWS Certified Cloud Practitioner

## PROFESSIONAL EXPERIENCE

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<b>TD Bank</b> <i>Help Desk</i>	<b>Remote</b> <i>April 2025 - May 2025</i>
<ul style="list-style-type: none"><li>Resolved a high volume of technical support requests efficiently in a fast-paced banking environment by diagnosing and addressing issues with desktops, laptops, Windows OS, iOS devices, and ethernet connectivity, ensuring minimal disruption to daily operations.</li><li>Enabled smooth onboarding for new employees by setting up hardware, configuring operating systems, and installing MS Office and MS Sharepoint, while providing clear communication and training on user interface basics.</li><li>Enhanced service desk efficiency and knowledge sharing by documenting troubleshooting steps for issues related to TD Banks mobile app and user interface challenges, improving team knowledge base and communication skills.</li><li>Supported secure access and user management in Active Directory and internal systems by handling password resets, account lockouts, and group permissions while maintaining a strong focus on communication skills and security protocols.</li><li>Facilitated quick resolution of complex technical incidents by collaborating with infrastructure and application teams to escalate and resolve advanced technical support issues involving operating systems, MS Office, and user interface concerns.</li></ul>	

<b>Royal Bank of Canada</b> <i>Help Desk</i>	<b>Toronto, ON, Canada</b> <i>May 2024 - August 2024</i>
<ul style="list-style-type: none"><li>Consistently resolved hardware, software, and network issues for RBC employees in a high-volume technical support environment by providing first-line technical support via phone, email, and ticketing systems, troubleshooting Windows OS, MS Office, and various banking applications.</li><li>Improved user experience and minimized downtime during onboarding and support by setting up and configuring laptops, desktops, and iOS mobile devices, ensuring proper installation of operating systems, user interface configuration, and secure access to corporate resources.</li><li>Maintained compliance and secure user account management by handling password resets, permissions changes, and access requests, leveraging strong communication skills to support staff and adhere to RBC security policies.</li><li>Streamlined incident resolution and improved IT processes by logging and tracking incidents using the internal ticketing system, collaborating with colleagues to identify recurring issues, and recommending improvements for operating systems and hardware reliability.</li><li>Enabled reliable network connectivity for end users by assisting with ethernet setup and troubleshooting during hardware and software deployments, ensuring seamless access to network resources for employees.</li></ul>	

<b>Vanokibs Consulting &amp; Logistics Inc.</b> <i>Web Developer / Website Administrator</i>	<b>Remote</b> <i>November 2021 - March 2024</i>
<ul style="list-style-type: none"><li>Enhanced website accessibility and usability by conducting comprehensive website audits, testing user interface elements across multiple operating systems including Windows OS and iOS, and resolving identified issues to ensure optimal site performance.</li><li>Improved client satisfaction with technical support by providing assistance for website hosting, domain registration, and troubleshooting connectivity issues, utilizing effective communication skills to guide clients through technical challenges.</li><li>Maintained high-performing, secure websites by performing regular updates, security checks, and routine maintenance on website systems, ensuring compatibility with Ethernet-connected devices and seamless integration of third-party plugins.</li></ul>	

- Streamlined feature upgrades and design changes by collaborating with clients to implement user interface enhancements and feature upgrades, adapting site layouts and workflows based on user feedback and accessibility standards.

### Royal Bank of Canada

**Toronto, ON, Canada**

#### Help Desk

*May 2023 - August 2023*

- Provided technical support to over 2,000 RBC employees in a fast-paced help desk environment by troubleshooting hardware, Windows OS, iOS, ethernet, and network issues through phone, email, and ticketing systems, ensuring rapid issue resolution.
- Improved employee productivity and minimized downtime by setting up and configuring laptops, desktops, and mobile devices for new and existing staff, installing MS Office and operating systems with appropriate security and access controls.
- Ensured compliance with security policies and seamless access management by handling password resets, permissions, and access requests, maintaining clear communication skills with staff at all levels.
- Enhanced user experience and system usability by providing guidance on MS Office and operating systems, assisting users in navigating user interfaces and resolving application issues.
- Contributed to continuous service improvement by identifying recurring issues, documenting incidents in the ticketing system, and suggesting process enhancements to reduce technical support requests.

### Royal Bank of Canada

**Toronto, ON, Canada**

#### Help Desk

*May 2022 - August 2022*

- Resolved a high volume of technical support requests in a help desk environment by troubleshooting hardware, software, and network issues involving Windows OS, MS Office, and user interface concerns through phone, email, and ticketing systems.
- Enabled seamless onboarding and reduced downtime for new hires by setting up and configuring laptops, desktops, and mobile devices, including iOS and Windows OS, with proper operating systems, access rights, and security settings.
- Maintained high standards of security and compliance by managing user accounts, including password resets, permissions, and access requests, in line with corporate security policies.
- Improved user experience and reduced incident recurrence by identifying patterns in technical support tickets and recommending solutions for common problems with Windows OS, MS Office, and ethernet connectivity.
- Delivered effective communication and timely resolutions by explaining technical solutions clearly, balancing communication skills with user-friendly language to address user interface and operating systems issues.

### Reliance Home Comfort

**Remote**

#### Technical Support

*November 2021 - December 2021*

- Delivered prompt technical support and resolved user issues efficiently by responding to telephone inquiries, troubleshooting hardware and software technical issues, and escalating unresolved cases as needed.
- Improved customer satisfaction through clear and empathetic communication skills by following up with customers, ensuring service satisfaction, and adapting support to diverse needs.
- Ensured security and compliance in handling technical support requests by following established procedures while resolving technical issues related to user interface and operating systems, including Windows OS and iOS environments.
- Facilitated timely service delivery and technical assistance by managing bookings for service calls, coordinating with third-party providers, and addressing technical inquiries involving ethernet connectivity and device setup.

### Agero Roadside Assistance

**Remote**

#### Technical Support

*May 2021 - September 2021*

- Resolved over 80 daily user issues by providing Level 1 and Level 2 technical support for the mobile and web-based roadside assistance platform, troubleshooting operating systems and user interface challenges on Windows OS and iOS devices.
- Enhanced team response time and accuracy by utilizing communication skills to coordinate with colleagues and guide users through solutions, including device connectivity and ethernet troubleshooting.
- Improved knowledge sharing and issue resolution by documenting recurring user interface and operating system problems, contributing to a searchable knowledge base that supports ongoing technical support improvements.
- Ensured high-quality support delivery by maintaining a 95% quality evaluation score, adhering to security protocols, and providing reliable technical support for users of Windows OS and iOS platforms.

## SKILLS

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**Skills:** Java, Wordpress, JavaScript, Bash, HTML/CSS, Python, Word/Pages/Docs, Excel/Numbers/Sheets, Data Analysis, Zendesk, ServiceNow, Data Structures & Algorithms, OCaml, cyber security, ms office, Computer Networking, AWS