

AUGUSTINE OFOEGBU

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GitHub: <https://github.com/afoegbu> | Portfolio: [https://afoegbu.github.io/ogelo\\_page/](https://afoegbu.github.io/ogelo_page/) |

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## PROFESSIONAL SUMMARY

Analytical and customer-focused IT Support Engineer with hands-on experience in systems analysis, data support, and cross-functional project delivery. Skilled at solving complex technical issues, improving user workflows, and driving uptime and performance. Proven ability to support end users, document processes, and collaborate with engineering, product, and customer success teams.

## TECHNICAL SKILLS

- Support & Systems: Technical Support, Troubleshooting, Root Cause Analysis, ServiceNow, Jira, System Monitoring
- Programming & Tools: Python, SQL, Bash, PowerShell, Docker, Google Cloud, Git, APIs
- Data & Reporting: Qlik Sense, Tableau, ETL Pipelines, BI Reporting, Process Automation
- Business & Communication: Cross-Functional Collaboration, User Training, SOP Documentation, Project Management
- Platforms: Windows, Linux, macOS | Microsoft 365, Google Workspace | Confluence, Zoom, Slack

## PROFESSIONAL EXPERIENCE

University of Nevada, Reno – Software Systems & Bioinformatics Labs

Graduate Teaching & Research Assistant | Aug 2022 – Present | Reno, NV

- Provided technical support and guidance to students and faculty, improving lab system uptime and usability.
- Developed secure, web-based data platforms using Docker, Node.js, and Google Cloud for research reproducibility.
- Built a two-stage machine learning model for cancer classification using Python and PyTorch.
- Delivered user support for C programming courses, reinforcing technical and interpersonal communication.

ParaSystems Ltd / Nigerian National Petroleum Corporation (NNPC)

IT Support & Data Analyst | Feb 2021 – Jul 2022 | Nigeria

- Provided Tier 1 & Tier 2 support to over 500 users across headquarters and remote sites, ensuring 95%+ uptime.
- Troubleshoot hardware, network, and application issues, escalating complex problems and tracking resolutions.
- Built dashboards and automated ETL pipelines using Qlik Sense and Tableau, enhancing reporting accuracy.

- Collaborated with cross-functional teams to reduce system downtime and conduct root cause analysis.

Anambra State Internal Revenue Service (AIRS)

Systems Support Analyst | Mar 2020 – Feb 2021 | Nigeria

- Delivered technical support for taxpayer and revenue systems, resolving daily user and vendor escalations.
- Trained 100+ staff on system usage, data security, and compliance procedures, improving digital adoption.
- Authored SOPs and implemented access controls in alignment with government IT audit requirements.
- Identified and implemented workflow optimizations that reduced manual input by 30%.

## EDUCATION & CERTIFICATIONS

University of Nevada, Reno

Master of Science in Computer Science | Expected Aug 2025

Federal University of Technology, Owerri

Bachelor of Technology in Computer Science | Nov 2019

Certifications

- Language Models & Generative AI – DeepLearning.AI
- AWS Certified Cloud Practitioner