Ukasoanya Charles

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Summary

Motivated Field Telecommunications and Software Engineer with a solid background in Technical Support services and web applications. Passionate about technology, particularly in software development, I possess expertise in Javascript, Typescript, React, NextJs, Tailwind CSS, Material-UI, Firebase, Postgresql, Git, AWS, MongoDB, Node JS, Sanity, Framer Motion, enabling the delivery of high-quality web applications tailored to diverse business needs. My proficiency extends to handling complex coding projects and solving challenging problems.

I excel in communication, collaborating effectively with clients, colleagues, and diverse backgrounds. A strong initiator of work processes, I am comfortable working independently and in a team. Beyond technical skills, I am dedicated to delivering exceptional user experiences, emphasizing the importance of design and functionality for web application success.

In my current role as Senior Operations Manager and Fullstack Developer at Ping Telecommunications Resources Ltd, I have successfully implemented the re-development of the company's website and managed critical installations and maintenance projects. With over 6 years of experience in this position, I've demonstrated leadership and technical prowess.

Experience

Senior Operations Manager | Fullstack Developer

Ping Telecommunications Resources Ltd

Jan 2018 - Present (6 years)

* Spearheaded the comprehensive redevelopment of the Ping Telecommunications website, leveraging expertise in Javascript, Typescript, React Js, Next Js, Tailwind, AWS, and Sanity. This initiative resulted in a 30% improvement in website performance and enhanced user engagement.

* Successfully addressed technical challenges by promptly identifying and resolving bugs, while proactively implementing feature enhancements on the Ping Telecommunications website, contributing to a 15% increase in user satisfaction.

* Oversaw the strategic installation of the Automatic Weather Observation System at three Chevron Offshore platforms, optimizing helicopter flight planning and increasing operational efficiency by 20%.

* Directed the installation and maintenance of Aerolaser Bird control equipment for Chevron Nigeria Ltd., ensuring a 25% reduction in bird-related incidents at airstrips.

* Conducted comprehensive training programs for staff, enhancing their proficiency in maintaining various systems, including Automatic Weather Observation Systems, Non-Directional Beacon Transmitters, Bird control systems, VHF Radios, and Digital Voice Recorders. This resulted in a 15% improvement in system reliability and performance across airports and private airstrips.

Crew Trainer
McDonald's
Nov 2016 - Sep 2018 (1 year 11 months)
* Spearheaded comprehensive training programs, workshops, and seminars for the McDonald's crew team at the Cambridge 111 store, contributing to a well-trained and highly efficient workforce.

* Implemented the 'Vital Ingredients' approach to consistently deliver hot, fresh food in a clean and welcoming restaurant environment, ensuring an exceptional customer experience on every visit.

* Achieved and maintained the highest standards of quality, service, and cleanliness within the restaurant, resulting in a 15% improvement in customer satisfaction ratings.

* Demonstrated outstanding service by providing friendly, fast, and accurate assistance, contributing to a 20% increase in customer retention.

* Executed sales activities in alignment with established policies, legal requirements, and core values, contributing to a 12% growth in monthly sales revenue.

* Fostered effective communication between restaurant staff and customers, enhancing overall customer engagement and satisfaction.

* Received recognition as the Employee of the Year in 2018 for a customer-focused approach and dedication to delivering outstanding service.

Field Support Engineer | Frontend Developer
Ping Telecommunications Resources Ltd
Jun 2014 - Jan 2018 (3 years 8 months)
* Spearheaded the development and deployment of the company's website, utilizing HTML, CSS, Javascript, and PHP, resulting in an enhanced online presence and improved user experience.

* Led bug fixes and implemented feature enhancements on the company's website, ensuring optimal functionality and responsiveness.

* Managed and maintained the Automatic Weather Observation System, contributing to the efficient planning of helicopter flights at three Chevron Offshore platforms and enhancing overall safety measures.

* Oversaw the maintenance of the Non-Directional Transmitter on Airstrips, ensuring effective air traffic control and navigation for seamless operations.

* Maintained Bird Control Equipment for Chevron, ensuring the expulsion of birds from the Chevron Airstrip, thereby mitigating potential risks and hazards.

* Administered the upkeep of digital voice recorders, ensuring reliable backup of VHF communication between pilots and air traffic controllers, contributing to communication resilience.

* Facilitated the propagation of VHF Radios for Airport control towers, boosting efficient communication with aircraft pilots and air traffic control personnel, leading to streamlined operations and increased safety.

NATIONAL YOUTH SERVICE

Ministry of Science and Technology

Jun 2011 - Jun 2012 (1 year 1 month)

• Worked in a team developing an E-Office system manual for the Ministry to aid in internal processes.
• Design of Microsoft Office manual for IT students and staff development.
• Engaged in free computer training for youths of the surrounding Minna rural areas.

Industrial Attaché

Mobil

2011 - 2012 (1 year)

• Provided resolutions to all customer complaints efficiently and effectively as a customer service agent.
• Oversaw efficient dispatch of files as well as bookkeeping and assisted in executing projects in the lubricants plant.
• Engaged in Monthly Storage Tank Dipping exercises.

Marketer

Getachus Nigeria Limited

Feb 2010 - May 2010 (4 months)

• Marketing of KU-band satellite based Internet connectivity to customers within Ikeja area of Lagos.
• Marketing of broadband internet services
• Provided resolutions to all customer complaints efficiently and effectively.
• Sales of broadband internet modems.

Education

Anglia Ruskin University

Master of Science - MS, Information and Communication Technology

2016 - 2018

Federal University of Technology Owerri Nigeria

Bachelor of Engineering - BE, Petroleum Engineering

2008 - 2012

Licenses & Certifications

Python Certification Course - Programming Hub

947084

Certificate of Competence - Bird Control Group

Graduate certificate in logistics and Supply Chain Management - Multimix Academy

SHELL Health & Safety Competence development training LEVEL 3 - Nigerian Institute of Safety Professionals

Learning Docker - LinkedIn

JavaScript Algorithms and Data Structures - freeCodeCamp

Skills

Web Development • Version Control • Front-End Development • Tailwind CSS • Material-UI • Next.js • React.js • Firebase • MongoDB • JavaScript