

# **CYRIL EMMANUEL EDET**

IT Support Specialist | Systems Support Engineer | Technical Support Analyst

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## **PROFESSIONAL SUMMARY**

Dynamic and solutions-driven IT Support Specialist with 9+ years of progressive experience providing technical support, systems administration assistance, and enterprise application troubleshooting across fast-paced corporate environments. Expert in diagnosing hardware and software issues, improving system uptime, supporting ERP/CRM platforms, and driving seamless digital adoption for organizations. Known for delivering exceptional user support, optimizing IT operations, and ensuring secure, efficient, and uninterrupted business processes. Highly dependable, resourceful, and proactive, with strong communication, problem-solving, and multitasking skills, making me an indispensable asset to any IT department.

## **CORE TECHNICAL SKILLS**

- IT Support & Helpdesk Management (L1/L2)
- Hardware & Software Troubleshooting
- Windows OS, & macOS
- Network Support (TCP/IP, DHCP, DNS, Routers, Switches)
- ERP, CRM & HR Software Support
- Active Directory, User Account Management
- System Installation, Configuration & Upgrades
- Office 365 & Google Workspace Administration
- Database: SQL, MySQL, Oracle, MS Access
- Application Support & UAT Coordination
- Technical Documentation & Reporting
- IT Asset Management & Inventory Control
- POS Systems Support
- Basic Cybersecurity (Security+ knowledge)

## **PROFESSIONAL EXPERIENCE**

IT Support & Digital Systems Specialist

M4C HUB Group, VI, Lagos

Sept 2021 – Present

- Provide end-to-end technical support for enterprise tools, internal applications, POS systems, and digital platforms.
- Manage user account setup, permissions, password resets, and system configurations.
- Diagnose and resolve hardware/software issues to ensure maximum system uptime.

- Lead UAT sessions for new application deployments and report system bugs for fixes.
- Create user guides, SOPs, and technical documentation to support digital adoption.
- Train staff on IT best practices, system navigation, cybersecurity awareness, and tool usage.
- Support network troubleshooting and collaborate with the IT team on system optimization.

### **IT Support Officer & Software/Application Trainer**

DWF Plc (Computer Warehouse Group), Sangotedo, Lagos

Mar 2018 – Aug 2021

- Delivered technical support for CRM, ERP, and productivity tools across multiple client sites.
- Resolved over 95% of logged IT issues within SLA timelines (hardware & application).
- Provided onsite and remote troubleshooting for system breakdowns and software failures.
- Assisted in system implementation and post-deployment support.
- Conducted refresher training to boost application usage and minimize recurring issues.
- Documented incidents and recommended improvements to enhance system performance.

### **ICT Support & Computer Instructor (NYSC)**

Urban Day Grammar School, Ibadan, Oyo State

Dec 2016 – Nov 2017

- Provided ICT support for computer labs, ensuring smooth operation of systems and peripherals.
- Installed educational software, configured systems, and maintained lab hardware.
- Trained students and staff in ICT fundamentals and productivity tools.
- Supported minor network troubleshooting and digital learning tools.

### **EDUCATION**

MSc (Ed) – Computer & Robotics Education (In View, 2023) – University of Uyo

PGDE – 2022 – NTI / University of Port Harcourt

HND – Computer Science – Heritage Polytechnic, Akwa Ibom

### **CERTIFICATIONS**

CompTIA Security+ (SY0-601) – Alison, 2025

Google Digital Marketing – 2021

Human Resource Management – 2017

Data Processing – 2009

### **PROFESSIONAL AFFILIATION**

International Association of Computer Science and Information Technology (IACSIT) – Member No. 80346877

### **REFEREES**

Available on request.