VICTOR AKUMA

IT Support | Customer Support | Customer Success | CRM & Helpdesk

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PROFESSIONAL SUMMARY

IT and customer support professional focused on helpdesk operations, CRM and workflow automation. Hands-on with Freshdesk, HubSpot, Zapier, monday.com and Slack through four end-to-end projects. Brings four years of deadline-driven communications work, with a journalism background, plus a methodical approach to troubleshooting and a knack for explaining technical issues in plain language. Open to full-time and part-time IT Support, Customer Support and Customer Success roles.

CORE SKILLS & TOOLS

Core Skills: IT Support & Troubleshooting, Customer Support & Issue Resolution, Helpdesk & Ticket Management, Incident & Service Request Handling, SLA & Priority Management, Customer Onboarding & Follow-up, CRM Administration & Data Quality, Knowledge Base Documentation, Workflow Automation, Project Coordination, Clear Customer Communication, Cross-functional Collaboration, Remote Collaboration

Helpdesk & CRM: Freshdesk, Zendesk, HubSpot CRM

Workflow Automation: Zapier, HubSpot Workflows, monday.com Automations

Project & Task Management: monday.com, ClickUp, Trello

Communication & Collaboration: Slack, Loom, Dropbox

Productivity & Business Tools: Google Workspace (Gmail, Forms, Sheets, Drive), Microsoft Office, Generative AI tools (Claude, ChatGPT, Microsoft Copilot)

Working Knowledge: Microsoft Teams, Asana, Airtable, Calendly, Picktime

Currently Learning: Intercom (Fin AI Agent)

SELECTED IT SUPPORT & CRM PROJECTS

NexaTech Helpdesk: Freshdesk & Zendesk Support Operations *(Practice Project)* | *Sep 2026*

- Worked practice tickets covering login failures, hardware damage, software installation, connectivity issues and account-email changes in a mock IT helpdesk for a fictional company.
- Set ticket types, priorities, statuses, sources, tags and requester details, with first-response and resolution deadlines, to model a structured support process.
- Wrote reusable canned responses, including an account-email-change reply with verification fields and security guidance, plus a companion request form that collects the details up front.
- Built a two-category knowledge base (Onboarding; IT Support & Troubleshooting) with a new-client getting-started article, and configured a web chat widget linking the knowledge base and ticket form.

NexaTech Support Desk: Zapier Request Automation *(Practice Project)* | *Sep 2026*

- Built a multi-step ticket-intake workflow linking Google Forms, Formatter, Google Sheets, Gmail, Paths and Slack: each request is logged as a ticket, acknowledged by a personalised confirmation email, and routed to Slack by priority.
- Configured conditional Paths using AND/OR logic on priority and issue type, so high-priority requests trigger an alert to the support channel while routine ones receive a brief notice.
- Worked through automated ticket IDs, data formatting and data mapping, and tested the workflow end to end with sample submissions across priority levels.

NexaTech Solutions: HubSpot CRM & Customer Lifecycle *(Practice Project)* | *Sep - Oct 2026*

- Designed the full customer journey in HubSpot, from lead capture and qualification through proposal, closed won/lost, onboarding, go-live, support and retention, with ownership mapped across Marketing, Sales, Customer Success and IT Support.
- Imported a 100-contact CSV and segmented records by Lifecycle Stage (Lead, MQL, SQL, Customer), added custom properties for Lead Source, Interest Level and Industry, and fixed 31 import errors caused by mismatched dropdown values.
- Built qualification rules around service interest, company size, budget range, urgency and decision-maker status, and documented follow-up, reassignment and no-response scenarios.
- Created and tested a Request a Business IT Consultation form feeding CRM records, five active contact segments (such as High-Priority IT Leads and Decision Makers) and a deals pipeline with stage-based probabilities.
- Built an eight-step client onboarding checklist triggered when a deal reaches Closed Won.

- Investigated duplicate and incomplete records by comparing email, company, job title, activity history and associated deals before deciding what to merge or fix.

NexaTech Help Centre Launch: monday.com & Slack Project Workflow *(Practice Project)* | *Oct 2026*

- Planned and tracked a customer-support Help Centre launch for a fictional SaaS company: 10 tasks across three stages (Planning & Setup, Content Development, Review & Launch), each with an owner, priority, status, due date and notes.
- Scoped five customer-facing knowledge-base articles covering password resets, login issues, account information, billing questions and technical issue reporting.
- Built a monday.com automation that posts a Slack notification to the project channel whenever a task is marked Done, and confirmed it through successful run history.
- Used Slack as the project communication hub for the kickoff, priorities, progress updates, blockers and a scheduled reminder to review outstanding tasks, and recorded a Loom walkthrough of the finished workflow.

PROFESSIONAL EXPERIENCE

Content Writer / Digital Operations | GistReel | Oct 2023 - Present

- Manage a high volume of content requests against tight deadlines while keeping work accurate and consistent.
- Check facts across multiple sources before anything goes live, the same step-by-step habit used to verify details and troubleshoot problems.
- Work with editors, designers and publishing teams to clear blockers quickly and keep production moving.
- Turn complex topics into clear, easy-to-follow language for broad audiences, the same skill behind good support replies and help guides.

Communications Officer | Friends of the Poor Foundation in Africa (FOTP) | Mar 2022 - Feb 2023

- Kept information moving between internal teams and outside stakeholders across outreach and organisational communication.
- Maintained accurate records, reports and programme documentation and met deadlines consistently.
- Balanced several priorities and stakeholders at once in a fast-moving nonprofit setting.

RELEVANT TRAINING

- IT Support Training, Digital Witch | 2026
- Customer Success Training, The Incubator Hub | 2026
- No-Code/Low-Code AI Automation, Loubby AI | 2026
- 3MTT Fellowship, AI / Cybersecurity / IT Project Management
- Career Essentials in Generative AI, Microsoft & LinkedIn | 2024
- Professional Soft Skills Learning Pathway, LinkedIn | 2024

EDUCATION

B.A. Mass Communication, Second Class Upper, University of Nigeria, Nsukka | 2021

PROFESSIONAL COMMUNITIES

3 Million Technical Talent (3MTT) Nigeria, ALX AI Community Network, Blacks in Technology Foundation