CHISOM ONUECHETA

IT Support | CRM Operations | Business Operations | Data Analytics

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PROFESSIONAL SUMMARY

MBA graduate specializing in Data Analytics with experience supporting user accounts, CRM operations, technical troubleshooting, data quality, workflow testing, and business documentation. Familiar with Microsoft Entra ID (Azure AD), service desk ticketing platforms, Salesforce, Zoho CRM, and reporting tools. Brings a practical, service-oriented approach to resolving issues and improving day-to-day operations.

TECHNICAL SKILLS

IT Support & Identity: Microsoft Entra ID (Azure AD), user account management, access provisioning, password resets, authentication configuration, onboarding, troubleshooting, support documentation

Ticketing & CRM: Zendesk, Jira Service Management, Zoho Desk, Salesforce, Zoho CRM, lead tracking, CRM data quality, workflow testing

Analytics & Productivity: Excel, Microsoft 365, Power BI, Tableau, SQL (foundational), R, data cleaning, KPI reporting, process documentation, Microsoft Teams, SharePoint

PROFESSIONAL EXPERIENCE

Instructor Home USA Inc. | IT User Support & Access Administration | Jan 2024–Present

- Supported user account and technical requests, including password resets, access provisioning, authentication configuration, and onboarding activities.
- Used Microsoft Entra ID (Azure AD) for user access support and documented technical issues and resolutions.
- Tracked and coordinated support requests using Zendesk, Jira Service Management, and Zoho Desk; performed troubleshooting and escalated issues when needed.

Xandria Staffing | CRM & Business Operations Support | September 2025 -Present

- Maintained CRM records, assisted with lead intake and client onboarding, and supported Salesforce and Zoho CRM operations.
- Tested CRM workflows and automated intake processes, reviewed data accuracy, and documented operational procedures.
- Supported reporting, scheduling, research, client communications, and cross-team coordination.

IPSOS Nigeria | Research Quality Control | 2020–2022

- Reviewed research submissions, audio recordings, and reports for completeness, accuracy, and consistency with supporting evidence.
- Investigated discrepancies and completed verification checks to support reliable reporting.

EDUCATION

Master of Business Administration (MBA), Data Analytics | University of New Haven | May 2026

Beta Gamma Sigma | Top Business Graduate Student recognition

B.Sc., Entrepreneurial Studies | Nnamdi Azikiwe University | August 2017

SELECTED PORTFOLIO PROJECTS — SIMULATED DATA

IT Support & Ticketing: Illustrated ticket categorization, priority management, resolution tracking, and support reporting using fictional service desk data.

CRM Operations: Created a fictional dashboard concept covering lead tracking, customer records, data quality, and CRM reporting.

Sales Analytics & Website Administration: Developed simulated dashboard visuals for KPI monitoring, sales performance, and website maintenance reporting.