



## Hello, Johnbosco Okoye

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### Skills

I am a problem-solving Cloud Solutions Architect, DevOps Developer, and VR Developer with experience in troubleshooting, system optimization, and working directly with clients. My expertise spans across XR technologies, customer support, and communication, ensuring client satisfaction by resolving issues effectively and explaining technical solutions in a clear, accessible manner. I'm driven by continuous learning and a passion for making a meaningful impact through technology.

### Experience

January 2024 – December 2024 | Ohio, USA (REMOTELY)

#### **Haul Connect Dispatch LLC** – *Senior Software Engineer*

- Led the resolution of critical bugs and system errors, working closely with users to ensure their issues were addressed promptly and effectively.
- Collaborated with cross-functional teams to improve system performance and optimize user experiences.
- Worked with clients to integrate real-time data, ensuring seamless reporting and operations for dispatch and sales teams.
- Created user-friendly technical documentation for both internal teams and future reference.

June 2024 – August 2024 | Remote

#### **African Impact Initiative** – *Health Innovator*

- Participated in the Africa Health Impact Challenge, creating innovative solutions to improve health outcomes across Africa.

- Collaborated with teams to develop technology-driven solutions and demonstrated their effectiveness through real-world impact.

January 2023 – October 2023 | Remote & Contact-based

**Catered by Africa** – *Chief Technology Officer*

- Managed a team of freelancers and full-time staff, ensuring smooth project delivery while addressing user feedback and troubleshooting technical challenges.
- Focused on delivering scalable and user-friendly platforms for improved customer experience.
- Developed mobile applications and platforms using Flutter and Laravel, enhancing the scalability of services.

September 2022 – December 2022 | Lagos, Nigeria

**AR/VR Africa** – *AR & VR Design and Development Trainee*

- Engaged in remote training to develop AR/VR experiences that enhanced interaction and user engagement within virtual environments.
- Contributed to the creation of user-centered experiences and collaborated on technical problem-solving.

November 2019 – 2021 | Lagos, Nigeria

**ANDREI GLOBAL LIMITED** – *Customer Support Specialist (Full-stack Developer role)*

- Acted as the primary point of contact for clients, addressing inquiries, troubleshooting issues, and ensuring timely resolutions.
- Collaborated with clients to understand technical problems and provided clear, user-friendly solutions, ensuring customer satisfaction.
- Worked closely with the development team to identify, resolve, and prevent technical issues, offering efficient, targeted support.
- Provided ongoing assistance and follow-up with clients to ensure their needs were met and their issues were fully resolved.
- Ensured that all customer-facing communication was clear, concise, and aligned with the company's standards for customer service.

November 2015 – September 2018 | Lagos, Nigeria

**Greenlife Pharmaceuticals Limited** – *Field Marketing Representative*

- Collaborated with sales teams to improve customer engagement, driving brand awareness and enhancing customer relationships through targeted strategies.
- Created detailed reports on customer needs, providing valuable insights for business decisions and strategic planning.

## Skills

- **Customer Support:** Excellent written and verbal communication skills, problem-solving, conflict resolution, user feedback management
- **Support Tools:** Familiarity with **Intercom**, Slack, and other customer support tools; quick adaptability to new platforms
- **Technical Support:** Troubleshooting, issue resolution, system optimization
- **Team Collaboration:** Cross-functional teamwork, mentoring, and leadership
- **Languages & Technologies:** PHP, Laravel, React, Flutter, Cloud Computing, XR (AR/VR), Unity

## Awards

- **Participant**, Lagos State Marathon Race 2018 (40KM)
- **Participant**, Lagos State Marathon Race 2025 (10KM)
- **Level 3 Winner**, Metaverse for SDGs Global Prize & VR Competition