

JOSHUA ABIA

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Professional summary

Versatile IT professional with 3+ years of experience in technical support, cloud infrastructure, systems administration, and software troubleshooting. Skilled in diagnosing and resolving hardware, software, network connectivity, and user access issues across Windows, macOS, Microsoft 365, and Azure environments. Hands-on experience with Active Directory, Group Policy, endpoint security, network administration, and PowerShell scripting. Additional experience in SaaS application development, REST API integration, database troubleshooting, and software quality assurance. Microsoft Azure Fundamentals, CCNA, and Google Cybersecurity certified. Combines strong analytical problem-solving, customer service, and technical documentation skills with an ability to support cloud-based applications, maintain reliable IT operations, and resolve complex technical issues efficiently.

Work experience

Founder & Technical Operations Lead

CVIMEI Check | Remote, Nigeria & The Gambia

September 2026 to Present

- Founded and independently operate a WhatsApp-based device verification and sales-records service for resellers in Nigeria and The Gambia.
- Manage production deployments, DNS, environment secrets, storage, and PostgreSQL migrations on Vercel and Supabase; serve as the primary technical escalation and customer support contact.
- Diagnose and resolve API, PostgREST, stored-procedure, object-storage, and PDF-generation failures; reproduce incidents and deploy fixes without data loss.
- Investigated erroneous wallet deductions, reconciled transaction histories, calculated customer refunds, and resolved the underlying issue.
- Audited provider response data and wallet transactions to disprove suspected charges for failed lookups and correct a 12% cost-reporting overstatement.
- Integrate Paystack, Stripe, and ModemPay across two currencies, maintaining payment reconciliation, wallet credits, refunds, and referral commissions.
- Built operational dashboards for usage, refunds, and referrals; prioritized customer-requested PDF receipts over low-use inventory features.

Junior Product Developer

CareSync - SaaS Healthcare Platform

November 2025 to July 2026

- Supported secure authentication, role-based access control, and tenant-isolated workflows for a healthcare SaaS platform.
- Tested and debugged responsive frontend features, REST API integrations, and database-driven functionality.
- Contributed to caregiver scheduling, client management, application testing, and agile product enhancements.

Background Screening Analyst

CERTN - Regional Operations (EMEA)

June 2025 to January 2026

- Reviewed sensitive candidate information, identified discrepancies, and escalated compliance concerns.
- Maintained accurate, audit-ready documentation and collaborated with candidates, employers, and institutions.
- Processed approximately 80-100 screening tasks daily while meeting strict turnaround requirements.

Banquet Planning Team

Delta Hotels by Marriott Beausejour | Moncton, NB

September 2023 to October 2025

- Coordinated event schedules, operational requirements, and cross-team communication.
- Resolved guest issues and managed event setups against documented venue specifications.

Customer Service Representative

Staples Canada | Moncton, NB

March 2025 to May 2025

- Provided frontline Tier 1 support for hardware, software, printer, and device configuration issues.
- Assisted customers with technology compatibility, troubleshooting, and secure data-handling practices.

Founder & Operations Manager

Swap Phones & Gadgets | Lagos

March 2019 to February 2025

- Founded and managed a consumer technology business, overseeing operations, inventory, suppliers, and customer service.
- Diagnosed smartphone and computer issues, managed firmware/software updates, and verified post-service functionality.
- Provided technical consultations on device setup, security, compatibility, and optimization.
- Managed product testing, warranties, returns, and quality assurance; trained staff on support practices.

Technical Support Specialist

Mindville Castle | Lagos

September 2024 to January 2025

- Delivered help desk support for employee hardware, software, network connectivity, and account access.
- Administered Active Directory user provisioning, permissions, and Group Policy assignments.
- Supported Microsoft 365, Teams, OneDrive, and SharePoint; troubleshooted endpoints and phishing/malware concerns.

Technical Support Specialist

AE Stores | Lagos

September 2021 to August 2023

- Provided remote and on-site device troubleshooting for more than 1,000 customers.
- Installed software and firmware updates for iOS, Android, and Windows devices; set up workstations and home offices.
- Advised users on secure configurations, hardware compatibility, and device optimization.

Education

IT Network Administration (Diploma) | New Brunswick Community College (NBCC), Moncton, NB | January 2023 to January 2025

Geophysics (BSc) | University of Lagos, Nigeria | January 2015 to January 2021

Skills

IT Support & Systems: Help Desk / Tier 1 Support | Windows | macOS | Active Directory | Group Policy | User Provisioning | Microsoft 365 | Teams | SharePoint | OneDrive | Intune | Ticketing Systems

Cloud & Networking: Microsoft Azure | Virtual Machines | VNets | NSGs | Azure Storage | Azure Monitor | TCP/IP | DNS | DHCP | VPN / IPsec | Cisco IOS | VLANs | OSPF | Network Troubleshooting

Software Development & Operations: JavaScript | TypeScript | Next.js | React | Vite | HTML | CSS | Tailwind CSS | Supabase | PostgreSQL | SQL | Stored Procedures | REST APIs | Webhooks | Git | GitHub | Vercel | Incident Troubleshooting

Payments, Scripting & Security: Paystack | Stripe | Payment Reconciliation | PowerShell | Bash | Python | Linux | Docker | Endpoint Hardening | Phishing & Malware Response | Cybersecurity Fundamentals | Technical Documentation

Certifications and licenses

Microsoft Certified: Azure Fundamentals (AZ-900)

Google Cybersecurity Professional Certificate

CCNA Routing & Switching

CCNA