Jesse Esimenavhe Nasamu

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Work Experience

CUSTOMER SERVICE REPRESENTATIVE, *GALAXY BACKBONE* 12/2025 – 10/2026
ABUJA, NIGERIA

- Provided prompt, professional, and customer-focused support to clients, ensuring a positive service experience.
- Responded to customer inquiries, identified service-related issues, and assisted in resolving complaints efficiently.
- Communicated clearly with customers to understand their needs and provide appropriate assistance.
- Supported effective service delivery by maintaining professionalism, patience, and a commitment to customer satisfaction.
- Helped ensure a seamless customer experience through timely responses, problem-solving, and effective communication.

DATA ANALYST, *GALAXY BACKBONE* 12/2025 – 10/2026
ABUJA, NIGERIA

- Performed weekly and monthly analysis of incident and service request tickets using Microsoft Excel, identifying trends and bottlenecks that supported improved operational response and reduced resolution time.
- Monitored and tracked incident tickets and service requests to identify recurring issues, support timely resolution, and improve service delivery.
- Used Excel to organize, clean, and analyze service data, providing insights into ticket volumes, resolution patterns, and operational performance.
- Prepared periodic reports on customer incidents and service requests to support performance monitoring and data-driven decision-making.
- Identified recurring customer complaints and service delivery bottlenecks, helping highlight areas for process improvement and enhanced customer satisfaction.

ICT NETWORK TECHNICIAN, *JETRA LIMITED* 06/2025 – 09/2025
JOS, NIGERIA

- Installed and maintained surveillance cameras, wireless radio systems, structured cabling, and network racks to support reliable ICT and security infrastructure deployment.
- Configured and supported Network Video Recorders (NVRs) and servers to enable effective video surveillance, monitoring, and system performance.
- Provided on-site technical support for network infrastructure deployment, troubleshooting connectivity issues and assisting with equipment configuration.
- Assisted in deploying and maintaining network and security systems, ensuring proper installation, connectivity, and operational functionality.
- Conducted basic testing, fault identification, and troubleshooting of network devices, cabling, surveillance equipment, and related infrastructure.

Chief Product Officer, *Zap24 LTD* 12/08/2025 – Present
JOS, NIGERIA

- **Product Strategy & Vision** Define and drive the long-term product direction, keeping it aligned with business goals, revenue targets, and market positioning.
- **Customer & Market Insight** Act as the voice of the customer by conducting research, interviews, and competitive analysis to spot needs, trends, and growth opportunities.
- **Prioritization** Decide which products, features, and initiatives to pursue based on business impact, feasibility, and strategic fit.

- **Product Lifecycle Management** Own the product from idea to launch to retirement — covering ideation, development, optimization, and beyond.
- **Cross-functional Collaboration** Work closely with sales and marketing on pricing, packaging, and go-to-market strategies, ensuring seamless product handovers.

INTERNSHIP, 04/2023 – 09/2023
NATIONAL CENTRE FOR ARTIFICIAL INTELLIGENCE AND ROBOTICS (NCAIR) ABUJA, NIGERIA
Interning at NCAIR enhanced my UI/UX design skills through hands-on experience in user research, prototyping, and interaction design, while strengthening my ability to create intuitive and visually engaging user experiences.

Education and Training

BACHELOR OF CYBERSECURITY, *Bingham University* 03/2020 – 08/2024
Final Grade: Second Class Upper (2:1) Abuja, Nigeria
Undergraduate Thesis: *IoT in Healthcare: Threats and Vulnerabilities*
Research Focus: Internet of Things (IoT) security in healthcare environments, including cybersecurity threats, system vulnerabilities, data privacy, and risks associated with connected medical devices.

Skills

Data Analyst Skills
- Microsoft Excel
- Power BI
- Power Query
- SQL
- Python
- Data Cleaning & Transformation
- Exploratory Data Analysis
- Data Visualisation
- Trend & Pattern Analysis
- Reporting & Insight Generation

ICT Network Technician
- Surveillance Camera Installation
- Wireless Radio Systems
- Structured Cabling
- Network Rack Configuration
- NVR & Server Configuration
- Network Infrastructure Setup
- Physical Security Systems

Non Technical Skills
- Communication
- Problem Solving
- Time Management
- Collaboration & Teamwork
- Creativity

Designer Skills
- User Research
- Prototyping
- Interaction Design
- Wireframing (Low-fidelity layouts)
- Accessibility & Inclusive Design
- Visual Hierarchy & Typography
- User-Centered Design
- HTML & CSS
- Product Design

Customer Service Representative
- Client Support & Communication
- Issue Resolution & Troubleshooting
- Professional Service Delivery
- Stakeholder Management

Cyber Security
- Network Security and Infrastructure Protection
- Security Monitoring and Incident Response
- Vulnerability Assessment and Risk Identification
- Threat Identification and Risk Assessment
- Endpoint Security and Malware Awareness

Projects

Cybersecurity Security Attacks Analysis 11/2026 – 11/2026

- Developed an interactive Power BI dashboard to analyse cybersecurity events, identify attack patterns, and monitor network security activities.
- Performed data transformation, cleaning, and modelling using Power Query to prepare cybersecurity data for accurate reporting and analysis.
- Created DAX measures and KPIs to track attack frequency, severity levels, anomaly scores, malware indicators, and security response activities.
- Designed interactive visualisations, filters, and drill-through reports to explore attack distributions, network traffic patterns, and potential security threats.
- Translated complex cybersecurity data into actionable insights and visual reports to support threat monitoring, risk assessment, and data-driven security decisions.

Bike Sales 1/02/2026 – 25/02/2026

- Analyzed the Europe Bikes Sales dataset containing 18 variables using Microsoft Excel and Power BI to evaluate sales performance across regions, customer demographics, and product categories.
- Cleaned, transformed, and organized sales data to improve data quality, consistency, and readiness for analysis.
- Developed interactive Power BI dashboards and visualizations to monitor sales trends, product performance, and regional revenue distribution.
- Analyzed customer demographics and purchasing patterns to identify key customer segments and potential business opportunities.
- Evaluated product category performance and regional sales trends to identify growth opportunities and areas requiring improvement.
- Presented actionable insights through data visualizations and reports to support data-driven decision-making and business strategy optimization

Global Layoff Analysis 15/04/2026 – 30/04/2026

- Analyzed global layoff trends using SQL to identify patterns across industries, countries, company stages, and time periods.
- Cleaned and transformed raw data by handling duplicates, missing values, and inconsistencies to improve data quality and reliability.
- Conducted exploratory data analysis using SQL queries, aggregate functions, and grouping techniques to examine layoff distributions and trends.
- Evaluated temporal trends in layoffs to identify periods of increased workforce reductions and changes in labor market dynamics.
- Investigated relationships between company funding stages and workforce reductions to explore how funding and company maturity relate to layoff patterns.
- Generated data-driven insights and summarized key findings to support informed decision-making and a better understanding of global employment trends.

Regional Sales Performance Analysis 10/03/2025 – 01/04/2026

- Analyzed sales data across multiple regions to identify performance trends, revenue patterns, and opportunities for business growth.
- Evaluated regional sales performance to identify high-performing and underperforming markets and support strategic planning.
- Examined key revenue drivers, including product performance, sales volume, and regional contribution to overall revenue.
- Cleaned, organized, and validated sales data to improve data accuracy and ensure reliable analytical results.

- Developed reports and visualizations to communicate sales trends, regional comparisons, and key business insights.
- Generated actionable recommendations to support data-driven decision-making, optimize sales strategies, and identify opportunities for revenue growth.

Executive Facility Network Setup 05/06/2025 – 11/09/2025

- Supported network infrastructure deployment at an executive facility by installing and configuring core network devices and security surveillance systems.
- Assisted with the installation and configuration of network equipment to establish reliable connectivity and efficient communication across the facility.
- Installed and supported CCTV cameras and surveillance infrastructure to strengthen physical security and monitoring capabilities.
- Assisted with structured cabling, equipment setup, and network connectivity testing to ensure proper system functionality.
- Performed basic troubleshooting of network devices and surveillance systems, helping identify and resolve technical issues.
- Supported the deployment and maintenance of ICT infrastructure, contributing to reliable network operations and improved facility security.

Africa Field Innovation Center for Agricultural Technology (AFICAT), *Contract* 04/11/2025 – 15/11/2025

- Contributed to the creation of visually engaging graphic design assets aligned with AFICAT's brand identity and visual communication objectives.
- Designed and refined visual content to ensure consistency in branding, layout, typography, and colour usage.
- Collaborated on design concepts and creative materials to communicate key messages effectively to the target audience.
- Applied graphic design principles to produce professional, visually appealing assets suitable for digital and promotional use.
- Supported the development of cohesive visual materials that strengthened brand presentation and maintained consistency across design outputs.

Front-End Developer Portfolio, *Contract* 04/01/2025 – 29/01/2025

Analyzed top portfolios to understand design trends, layouts, and features.

- Sketched low-fidelity layouts for homepage, project pages, and about/contact sections.
- Implemented designs using HTML, CSS, JavaScript, and frameworks like React (optional based on tech stack).
- Selected a clean, modern style with a focus on readability, hierarchy, and strong visual storytelling.
- Prioritized creating an engaging, accessible, and user-friendly experience that effectively highlights my web development projects and technical expertise

Event Booking App, *Contract* 05/09/2024 – 10/10/2024

- Simplified discovering, scheduling, and managing events for both attendees and organizers.
- Clean, modern UI that prioritizes ease of navigation and accessibility.
- Designed with inclusivity in mind, following best practices for accessibility.
- Provide an intuitive, smooth platform where users can effortlessly manage events, stay informed, and engage with the event planning process.

E-learning Website, *Contract* 10/11/2024 – 31/12/2024

Designed and shaped user-centered interfaces with a focus on ease of navigation and personalized learning experiences.

- Focused on making online education intuitive and enjoyable, ensuring users have a smooth journey from start to finish.

- Prioritized user experience (UX) to ensure seamless interaction, accessibility, and consistency.
- Delivered a highly engaging, intuitive platform that enhances learning experiences for users and supports their personal growth.

Languages

English
IELTS

Certificates

- AXIA Data Analysis
- NCAIR AI and Python Certification
- CISCO CYBER OPS Associate
- CSEAN Associate Member
- NYSC Certificate
- Phishing Forage Certification
- Mind the Gap: AI Training