

Scofield Idehen

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SUMMARY

Scofield is a Cyber Security Specialist with experience in Linux, Python, Cloud Computing, Networking, and a Certified Blockchain Practitioner. Scofield enjoys contributing to open-source projects and staying current with industry trends.

EXPERIENCE

Technical Writer

Hackmamba

December 2021 - Present, London, England, United Kingdom

- Performing extensive research and analysis of content.
- Collaborating with content management teams, creative teams, and writers on content documentation.
- Strategizing and improving content delivery and promotion.
- Created over 15 technical documents content, optimized for search engine visibility, and edited 100+ existing documents, updating content and layout that increased average time on page by 25%.

Lead Technical Writer

RunX

February 2022 - November 2022, Feb 2022 - Present · 1 yr

- Create Cloud Computing and Web3 Content For publications.
- Support and edit content and documentation and create blog-ready content.
- Analyze Runx projects raised issues and create how-to for its users.

Technical Author

LogRocket

January 2022 - October 2023, Jan 2022 - Present · 1 yr 1 mo

- Build content on Blockchain and technology surrounding Cryptocurrency.
- Develop How-To on new and evolving topics.
- Support documentation process on new projects on Blockchain.

Technical Support Officer

LearnHub.Africa

June 2017 - May 2029, warri delta state nigeria

- Design and build Holistic schemes for start-ups.
- Write sales letters and product pitch
- Build Models using Media base software to showcase products and services
- Developed technical support frameworks that optimized service delivery, resulting in a 30% decrease in customer issues and a 3x increase in customer satisfaction ratings. Implemented a suite of online documentation and step-by-step troubleshooting tutorials to improve customer support outcomes.

Senior Technical Support

LinkOrion Technology

April 2020 - December 2022, Lagos Nigeria

- As a Network Support Engineer at Linkorion, I led a project to standardize the company's troubleshooting procedures across all departments.
- I used my technical writing skills to create a comprehensive set of procedures that covered a wide range of network issues, from fundamental connectivity problems to complex configuration issues.
- To create the procedures, I worked closely with the IT team to identify common issues and their solutions and then documented each step clearly and concisely.
- I also included troubleshooting flowcharts and diagrams to help guide team members through the process and ensure consistency in problem resolution.
- Throughout the project, I conducted extensive reviews of the procedures to ensure accuracy and completeness and made revisions as needed.

PROJECTS

IHS STEM Training

Arclight Foundation · August 2018 - February 2019

- Support Students in finding and kick-starting their tech-based skills.
- Mentored and enabled 430 students to begin their tech journey with industry-level skills, resulting in a 75% completion rate in the courses.
- Navigated educational platforms to bring in specific courses benefiting the students and updated automated systems for improved online course delivery.
- Built and managed a support group that aided the certification of students in Tech related skills with a completion rate of 80%.

EDUCATION

Ethereum Developer, Ethereum Developer Bootcamp
Alchemy University · February 2023

Bachelor of Arts (BA), International realation and diplomacy
University of Benin · 2015

School leaving certificate, art
Technical high school nigeria · 2010 · Distinction

CERTIFICATIONS

ICSI | CNSS Certified Network Security Specialist
ICSI (International CyberSecurity Institute), UK · 2020

Certified Blockchain Practitioner

The Secop Groups · 2023

My certification has provided me with in-depth knowledge and skills in blockchain technology that I can use to write high-quality technical content in networking.

Ethereum and Solidity: The Complete Developer's Guide

Udemy · 2022

Become an Azure Security Engineer

LinkedIn · 2021

COURSEWORK

History and international studies

COMPTIA CertMaster Learn Course

INVOLVEMENT

Senior Tech Support

Nigeria Teen Mental Health Awareness · May 2021 - Present

- Build and maintain the organisation's website while tracking teens' responses to questionnaires, forms, and projects.
- Set up and plan events and collating feedback.
- Keep track of the online platform, and social media account to track feedback from users and relay such to the health team.

Team Lead

Technical High School · Code Club Africa · April 2020 - Present

- I taught students how to create 3D models using Blender and After Effect software.
 - Led a team that taught robotics, including basic programming skills and building simple robots using Arduino kits.
 - Mentored and coached students in STEM education, helping them to develop their skills and interests in these fields.
 - I developed lesson plans and instructional materials to guide students in learning and applying STEM concepts.
 - Collaborated with other team leads and volunteers to coordinate activities and ensure a positive learning experience for students.
 - Organized and facilitated workshops and events to promote STEM education and engagement in the local community.
 - Provided feedback and support to students to help them achieve their learning goals and develop their skills in STEM fields.
 - Encouraged creativity and innovation among students, fostering a positive learning environment that promoted exploration and experimentation.
 - Successfully trained over 1500 students in STEM-related skills with a success rate of over 75%, helping to prepare them for future academic and professional opportunities.
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SKILLS

Industry Knowledge: Research, Public Relations, Social Media, Social Media Marketing, Event Management, Customer Service, Event Planning, Time Management, Data Security , , Information Security , , Cybersecurity, Empathy Map, Identity Governance, Identity & Access Management (IAM), IT Governance, Cloud Administration, Directory Services, Virtual Machines, Kubernetes

Soft Skills: Languages: English, Office Appreciation and Management, Graphics

Interpersonal Skills: Strategic Planning, Public Speaking, Team Leadership, Management, Teamwork, Design Thinking