Uche Osakwe

Founder, Creative Ctrl · Genesys Cloud Integration Engineer · Audio Engineer

uche.creativectrl.org · github.com/ucheothniel · linktr.ee/MaliMixUp

PROFILE

Integration engineer who takes contact centres onto Genesys Cloud and connects them to Salesforce and line-of-business systems. Founder of Creative Ctrl and CTRL://Artspace, a creative platform for artists and music creators. Audio engineer since 2015.

EXPERIENCE

Senior Consultant, Solutions Integration · Bell — May 2026 – Present

- Genesys Cloud development and integration for enterprise contact-centre clients.

Senior Configurations Analyst · Westland Insurance — Apr 2025 – May 2026

- Migrated departments and lines of business into Genesys Cloud; managed users.
- Built the Genesys Cloud CTI integration for Salesforce and the Acturis API integration through data actions.
- Designed inbound, IVR and in-queue voice flows in Architect.
- Led technical analysis and managed the project deployment process.

Senior Systems Engineer · Questrade — Feb 2024 – Apr 2025

- Migrated departments and lines of business into Genesys Cloud; managed users.
- Configured, deployed and managed Genesys Cloud web messenger.
- Designed inbound and in-queue flows for voice, web messaging, SMS and digital bots.
- Managed the Salesforce CTI integration and Genesys data actions.

Contact Center Systems Administrator · Questrade — Sep 2022 – Feb 2024

- Designed call flows, common modules and digital bot flows; deployed web messenger.
- Configured users, WebRTC phones, queues, roles, permissions and call routes; ran developer-centre audits and API operations.
- Built the web suite with CDN deployment; designed and configured Salesforce sites and users.

Technical Support Specialist · Questrade — Nov 2021 – Sep 2022

- Second-line troubleshooting for trading and web platforms; escalations with developers and business technology; knowledge base management.

Client Services Specialist · Questrade — Mar 2021 – Nov 2021

- Inbound client chat, first-line troubleshooting, case management and escalations.

Freelance Software Tester / Web Designer · Narkstore — 2020

- Analyzed smart-contract code with the BCI development team; designed and hosted client websites; JavaScript projects.

Audio Engineer · Lion Movement Music Group — Aug 2015 – Present

- Beat making, recording, mixing and mastering in Logic Pro, Pro Tools, Cubase and FL Studio. Catalog: linktr.ee/MaliMixUp

VSAT NOC Support Engineer · Cyberspace Networks — Jan 2014 – Dec 2014

- NOC support, VSAT installation and configuration (iDirect), client network troubleshooting and escalation.

FOUNDER PROJECTS

- **CTRL://Artspace** (artspace.creativectrl.org): creative platform for visual artists and music creators; React, Vite, Capacitor, Three.js, Supabase, Netlify.
- **Maj_dApp**: Web3 marketplace with USDC escrow checkout; Next.js, Express, MySQL, IPFS, Docker. In development.
- **saskymalimusic.com** and **creativectrlcollective.org**: artist and community platforms.

SKILLS

- Genesys Cloud: Architect flows, data actions, web messenger, bots, CTI
- Salesforce CTI, sites and user configuration
- JavaScript, React, Vite, HTML/CSS; Supabase and Postgres
- Python, machine learning and deep learning
- Azure: cloud data, networking, security, virtualization
- SQL (intermediate), Power BI, Tableau
- GitHub / GitLab; Jira Fundamentals certification
- CRM, ticketing, escalation and troubleshooting
- Wix, WordPress, Shopify; Adobe Suite, AutoCAD
- VSAT installation, maintenance and monitoring tools