

AMADI Allwell

Chukwuemeka

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State.

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EXPERIENCE:

Ojawa Enterprise Lagos — Freelance IT Network Support Engineer.

July 2021 - Present

Network setup(LAN) and system configuration design.

Provide support remotely to end users/staffs.

Create procurement requisitions for hardware/software purchases.

Monitor email services.

Installing new hardware (servers, printers, computer workstations, etc.)

Setting up user accounts, permissions and passwords.

Carbon Finance and Investment Limited. Lagos — Customer Success Supervisor

March 2021 - Present

Collaborate with teams and other departments to ensure overall customer satisfaction.

Making inbound/outbound calls.

Treating and resolving bulk email/social media queries.

Assisting customer service staff with duties where required and in all areas of customer service.

Follow up-to resolve customers' complaints and queries within the allotted time to meet Service-level agreement (SLA).

Carbon Finance and Investment Limited. Lagos — Customer Success Representative

November 2019 - March 2021

Customer service officer

TECHNICAL SKILLS

Proficiency in various Microsoft office software including Msword, excel, PowerPoint and others.

Customer service Skill

Network troubleshooting

LAN/WAN configuration

Troubleshooting skill

Logical reasoning

Documentation skill

Good use of CRM software (Mambu, Zoho, Slack, Zendesk, Hootsuite)

Phone skill

Good listening skill

Good written and verbal communication Skills

Report handling skill

Bash Scripting

PERSONAL SKILLS

Target oriented.

Excellent oral and written communication.

Identifying existing and prospective customers' needs via mail, phone or social media and providing answers quickly or escalating to relevant colleagues.

Follow up and resolve customers' complaints and queries within the allotted time to meet response targets.

Collaborate with teams and other departments to ensure overall customer satisfaction.

Helping customers complete loan applications, bill payments, set up cards and loan repayments to name a few.

Supporting the collections process by making calls to customers at risk of falling into arrears and arranging repayment plans.

Working with relevant teams to contact customers for surveys or to sell new products and services.

Following call centre script and keeping records of all conversations in the call centre database.

Take and close the customer support requests as assigned, seeking support where required.

Social media handling.

**Aero contractors company of Nigeria limited, Lagos —
*Assistant production planning officer (Contract)***

March 2019 - August 2019

Printing of task cards for aircraft maintenance engineers

Arrangement of work package

Organizes project paperwork, including parts requisition and maintain records

Control of routine and non-routine cards during maintenance

Recording of cards collected and returned using Microsoft Excel

Preparing of Certificate of Release of Aircraft (CRS) after maintenance

Preparing and sending work progress daily report to project coordinator

The final arrangement of work package after routine maintenance for Quality Inspection.

Ability to work well independently and as a part of a team.

Ability to work well with little or no supervision.

Loyalty and honesty.

**LEADERSHIP
DUTIES**

- School Head boy (Bright Future International Nursery and Primary school)

- Auditor (National Association of Computer Science Students, Fidei Polytechnic Chapter).

LANGUAGES

English, Igbo

**CERTIFICATE OF
COMPLETION
OBTAINED.**

- AWS Solutions Architect Associate (In view)
- Microsoft Azure Fundamentals.

Pancake house: Buffet restaurant, Ogun— *Customer Relations Officer*

December 2017 - March 2019

Manage customer accounts, receive incoming telephone calls and greet walk-in customers.

Liaising with other departments in ensuring that services are rendered satisfactorily and on time to meet customer's expectations..

Daily sales report to Management.

Assisted customers in all their queries and complaints

Established and maintained relationships with individuals, business customers and provided assistance with problems they encounter.

Ticketing.

Supervised other departments for the effective running of the organization

Approving of online payment/wallet funding

Routine CCTV camera monitoring and management.

Sacai Systems Enterprise, Uyo — IT Support/Customer service Intern

October 2016 - October 2017

Installing of computer software and routine hardware maintenance.

Provided Level 1 support for internal/external customers and document processes.

Assisted with backup and recovery using Google and Comodo.

Hands-on experience in networking, routing and switching.

Logging customer/employee queries.

LAN/WAN configuration, installation and maintenance.

Set up new users' accounts and profiles and deal with password issues

Rapidly establish a good working relationship with customers and other professionals, such as software developers and network administrators/ISPs.

Provide support, including procedural documentation and relevant reports

Introducing company`s products and services to potential clients.

- CCNA Certified (200-301)
- Cisco Networking Administration (Deft-rains ICT Solution Surulere, Lagos state)
- Report Automation with modern Excel. (Dbrown Consulting).
- IT Helpdesk Professional Certificate (UDEMY Online Course).
- IT Troubleshooting skill training. (UDEMY Online Course).
- Introduction to DevOps (Alison online learning).

INTERESTS

Reading

Tech-savvy

Customer
support/Helpdesk

Learning

Problem-solving.

National Youth Service Corps (NYSC) — Computer Studies

Teacher

June 2015 - May 2016

Computer instructor

Computer studies teacher in JSS3 and SS1 respectively

Organizing practical classes for the students

Freelance holiday class teacher.

Community development service (CDS)

EDUCATION

Fidei Polytechnic, Gboko — *HND*

January 2012 - November 2014

Higher National Diploma in Computer Science

St. Francis meridian College, Yala — *WAEC*

September 2007 - June 2010

West African examination council (WAEC).