

Kosisochukwu Anaka

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HIGHLIGHTS OF QUALIFICATIONS

- **3+ years of experience** in troubleshooting software and hardware issues with a focus on customer service.
- Strong background in database management using SQL and experience with API integration.
- Proficient in **C#, SQL, Python**, with hands-on experience using **Visual Studio**.
- Skilled in providing technical support across multiple platforms with clear, effective communication.
- Proven track record in resolving technical issues, performing system maintenance, and delivering end-user support.

TECHNICAL SKILLS

- **Programming Languages:** C#, SQL, Python
- **Development Tools:** Visual Studio Professional 2022, API Integration
- **Operating Systems:** Windows, Linux
- **Database Management:** SQL Server, MySQL
- **Networking:** LAN/WAN, TCP/IP
- **Other Skills:** Troubleshooting, Technical Documentation, Customer Support, Time Management, Adaptability

EDUCATION

Software Development – Computer Systems Technology

Mohawk College, Hamilton, ON | Expected Completion: Dec 2025

- Relevant coursework: database management, API integration, software development
- Active participant in **Technology Club**, contributing to software projects and troubleshooting workshops

WORK EXPERIENCE

Technical Support / Customer Service Representative

Mark's, Alorica, and Home Amenities | June 2023 – December

- Provide front-line technical support and troubleshoot software/system issues.
- Assist customers via live chat, email, and phone, achieving a **95% customer satisfaction rate**.
- Perform SQL database queries to troubleshoot and optimize database performance.
- Configure and maintain operating systems and hardware, enhancing overall system performance.
- Conduct system audits to identify and address security vulnerabilities.

- Assist with data migration and system setup for new software applications.
- Author technical documentation for software updates and system configurations.

Technical Support Intern

Power & Tel Supply,

Burlington, ON | November 2023 – February 2024

- Configured and maintained operating systems and hardware, improving system performance by 20%.
- Conducted system audits to identify security vulnerabilities, implementing corrective actions.

PROJECTS

Support Ticket System Automation | January 2024 – August 2024

- Developed an automated ticket prioritization system using SQL and API integrations, reducing manual processing time by 30%.

API Integration for Internal Tools | January 2024 – March 2024

- Managed API integrations, improving data flow and reducing response times by 20%.

EXTRACURRICULAR ACTIVITIES

Technology Club

Mohawk College, Hamilton, ON | February 2024 – Present

- Collaborated on technical support automation projects and participated in troubleshooting hackathons.

REFERENCES

Available upon request.