

# CHIBUZO J. DIALA

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## PROFESSIONAL SUMMARY

Customer service-focused Technical Support Specialist with 4 years cumulative experience as a customer service staff and help desk support administrator. Skilled in providing customer and end-user help desk support such as troubleshooting, installations, and maintenance. Well-versed in SysAid® help desk management tool and Microsoft Dynamics CRM, as well as Windows OS. Works well in team environments and displays strong work ethic. Easily identifies and resolves technical issues and concerns. Excellent communication and presentation skills.

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## CORE SKILLS

- Help Desk
  - Troubleshooting skills
  - Customer Care
  - Excellent communication skills
  - Process automation
  - Change management
  - Proficient in SysAid® help desk management tool, Microsoft Dynamics CRM, Microsoft Dynamics Navision and Microsoft Office tools
  - Great team player
  - Meticulous attention to detail
  - Eager to learn
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## PROFESSIONAL ACHIEVEMENTS / AWARDS

- Automated part of the user registration process for enrollment unit in Leadway Pensure PFA.
  - Automated the data correction process for customer service department in Leadway Pensure PFA.
  - 2018 award of Integrity, Leadway Pensure PFA Ltd.
  - Q1 2018 Innovator, Leadway Pensure PFA Ltd.
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## EXPERIENCE

### Leadway Pensure PFA LTD [Feb 2020 – Date]

Ag. Team Lead, Help Desk Administrator

- Supervising the activities of all help desk members.
  - Ensuring that users' requests and issues are attended to in a timely manner, and providing updates where proposed deadlines cannot be met.
  - Assisting team members in troubleshooting and resolving issues.
  - Updating the organization's knowledge base frequently.
  - Managing users' accesses on all business applications.
  - Engaging in quarterly customer feedback sessions to address pain points and improve synergy between IT and other departments.
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- Involving in application development and testing, prior to deployment.
  - Maintaining a list of functionalities on all organization applications.
  - Engaging and coordinating stakeholders in generating regulatory reports and ensuring timely submission.
  - Recording incidents and changes to applications on the help desk application.

**Leadway Pensure PFA LTD [May 2018 – Jan 2020]****Help desk Administrator**

- Provided first-level technical support to end-users on Line of Business (LOB) applications, including installation, basic usage, and issue troubleshooting.
- Performed troubleshooting techniques over the phone or via email to identify and resolve issues.
- Established patterns to reoccurring issues and provided input to development teams.
- Ensured all IT applications and services were functioning according to the agreed SLAs.
- Updated the organization's knowledge base frequently.
- Managed user privileges of all business applications.
- Recorded incidents and changes to applications on the help desk application.
- Involved in Quality Assurance Testing on systems prior to deployment.
- Generated regulatory reports for other departments and users.

**Leadway Pensure PFA LTD [Mar 2017 – Apr 2018]****Senior Associate, Call Center Agent (Customer Service)**

- Kept customers informed of progress during issue lifecycle and made follow-up calls or communications in a timely manner.
- Assisted team members and provided support and solutions to customer queries to meet company objectives.
- Followed up with clients' requests and ensured proper feedback was obtained.
- Escalated all necessary complaints for proper resolution.
- Carried out frequent customer satisfaction surveys.

**AXA Mansard Insurance PLC. [Jun 2016 – Mar 2017]****Liquidations Officer**

- Approved client's liquidation requests on company-owned Liquidations Workflow application.
  - Initiated and processed liquidation requests for customers on company-owned UNITRACK web application.
  - Reconciled Grade-A clients' Life policy statements.
  - Monitored customers' liquidation request status on Liquidations Workflow.
  - Prepared and delivered customers' account statement on demand.
  - Fast-tracked urgent liquidation requests.
  - Liaised with customers to provide documents required to process their liquidation requests.
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**Software Development Training and Stint Works [Aug. 2013 – June 2016]**

- Training and development of desktop application softwares with Visual Basic language (VB.NET), using Microsoft Visual Studio as front-end and Microsoft SQL Server or MySQL as back-end.
- Training on computer programming using python language.
- Taught Mathematics and Physics at several summer lessons as well as private (home) lessons. Responsible for teaching subject content and helping to build the young minds in senior secondary schools.

**Mater Dei Model School [Mar. 2013 – Aug. 2013]****Mathematics and Basic Technology Teacher**

- Taught Mathematics and Basic Technology at junior secondary level.
- Assisted in training the pupils for the school's annual inter-house sports festival.

**NYSC - Okota Senior Secondary School [Mar. 2012 – Mar. 2013]****Senior Secondary Mathematics teacher**

- Taught senior secondary Mathematics and assisted in invigilating the school's examinations.
- Assisted in coordinating the students for their annual Inter-house sports.
- Became team lead, Federal Road Safety Commission (FRSC) Community Development group, Isolo unit command (RS 2.111).
- Successfully coordinated a team of twenty (20) FRSC corps members, as the team leader, for a "Public Enlightenment Program" held in Okota, Lagos in Q3 2012.

**Department of Petroleum Resources, Warri, Delta State [June 2010 - Dec. 2010]****Industrial Trainee**

- Carried out production surveillance on various oil-producing wells.
- Witnessed Maximum Efficiency Rate (MER) test carried out on oil-producing wells.
- Assisted in carrying out statutory routine inspection of production platforms.

**Department of Petroleum Resources, Warri, Delta State [Sept. 2008 – Dec. 2008]****Industrial Trainee**

- Carried out production surveillance on various oil-producing wells.
- Assisted in carrying out Pre-Licence Inspection on drilling rigs.
- Assisted in carrying out routine inspection on flow stations.

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**EDUCATION****Federal University of Technology Owerri [2006 - 2011]**

Bachelor of Engineering: Petroleum Engineering {Second Class Honors, Upper Division}

**International School of Ibadan [2005]**

West African Senior School Certificate Examination

**Maryhill Convent School [1999]**

First School Leaving Certificate

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## HOBBIES

Working out, travelling, meeting people, playing brainteasers and programming.

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## REFERENCE

- Mr Peace O. Philips  
Team Lead, Database Administration  
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