Mgbii Charles Kosisochukwu

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PROFILE

My name is Charles, i am a Computer Science Major at the Universtiy of Debrecen with strong understanding of baiscs of Object Oriented Programming,intermediate knowledge of Python and cloud solutions like Azure. Eager to learn and understanding the world of tech is ever-evolving i work on personal projects, and purchase courses to sudy and imporve myself.

I worked as a technical support staff among cross-functional teams for one year and worked with CRM softwares like Zendesk and SAP, being a technical support staff has opened me to being proactive, and taught me better soft and social skills.

PROFESSIONAL EXPERIENCE

L1 Technical Support Intern– Ryanair
04/2023 – 01/2024
Debrecen, Hungary

- Troubleshooting requests for customers on technical issues concerning the app and any issues they have with their booking and helping them make changes remotely when possible.
- Maintained and queued tickets of customer interactions and complaints using zendesk and skyspeed.
- Collaborated with cross-functional teams to provide first-rate customersatisfaction

EDUCATION

BSc Computer Science - University of Debrecen
09/2022 – 07/2026
Debrecen, Hungary

- Participated in workshops on practical programming practices in workplaces as well as Google Developer Club
- Studied the set of various tools that aid math visualization and solving such as GeoGebra and MATLAB
- Learnt the inner-workings of cloud services like AWS and Azure.

SKILLS

- Technical Skills: HTML, CSS, JavaScript, Python, Microsoft Office Excel, SQL, data analysis techniques, data structures and algorithm, Git
- CRM Software: Zendesk, SkySpeed, Jira, SAP CRM, Salesforce
- Data and Information Visualization: Microsoft PowerPoint ,Power BI, Microsoft Excel
- Soft Skills: Profound problem-solving, attention to detail, teamwork, communication, time management, resilience, creativity, empathy.
- Organizational Skills: Kanban, Google Docs, Google Drive, Drop Box, Notion
- Languages: English (Native Speaker), Hungarian (Elementary Speaker), Igbo (Native Speaker), Ewe (Fluent), Twi (Intermediate Speaker)
- Networking Skills: Grafana, Zabbix, PowerShell, Bash

PROJECTS

Interactive Portfolio Website 🔗
- Created an interactive portfolio website using HTML, CSS, JavaScript.

CERTIFICATES

Microsoft Certified: Azure Fundamentals 🔗
Earners of the Azure Fundamentals certification have demonstrated foundational level knowledge of cloudservices and how those services are provided with Microsoft Azure.

IT Specialist Python 🔗
Earners of this badge demonstrate that they can recognize, write, and debug Python code that will logically solve a problem.