

Mgbii Charles Kosisochukwu

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PROFILE

I am a second year student at University of Debrecen with basic to intermediate experience in the use of SQL, C, Python among others, also i'm currently pursuing Knowledge in Web development. Eager to learn and understanding the world of tech is ever-evolving, i work on personal projects, purchase courses and study to improve myself.

While i acknowledge there is much to learn on the internet and in school, none of them offer the opportunity to solve real-life problems nor do they offer experience mentors who could guide you, hence my application for this role.

PROFESSIONAL EXPERIENCE

Technical Support Staff - 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
- Maintained and queued tickets of customer interactions and complaints.
- Collaborated with cross-functional teams to provide first-rate customer satisfaction

SKILLS

- Technical Skills: HTML, CSS, JavaScript, Python, React, Node.js, Java, SQL, data analysis techniques, data structures and algorithm, Git.
- Soft Skills: Profound problem-solving, attention to detail, teamwork, communication, time management, resilience, creativity, empathy.
- Data and Information Visualization: Microsoft PowerPoint ,Power BI, Microsoft Excel
- Organizational Skills: Kanban, Google Docs, Google Drive, Drop Box, Notion
- Languages: English (Native Speaker), Hungarian (Beginner Speaker), Igbo (Native Speaker), Ewe (Fluent), Twi (Intermediate Speaker)

PROJECTS

Interactive Portfolio Website [↗](#)

- Created an interactive portfolio website using HTML, CSS, JavaScript, React

Simple Calculator [↗](#)

- Made a simple calculator using Javascript

Snake Game [↗](#)

- Built a Snake Game from scratch using HTML, CSS, and vanilla JavaScript, exhibiting my proficiency in front-end development and game programming concepts.

CERTIFICATES

Microsoft Certified: Azure Fundamentals [↗](#)

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