

Mgbii Charles Kosisochukwu

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PROFILE

My name is Charles, i am a Computer Science Major at the Universtiy of Debrecen with basic to intermediate experience in the use of SQL, C and Python.

Eager to lear and understanding the world of tech is ever-evolving, i work onp ersonal projects, and purchase courses to sudy and imporve myself.

I worked as a technical support staff for one year and my experience as a technical support staff has opened me to being proactive, empathetic, and a better problem solver. I worked in a cross-functional team and that made me a better support staff and have since loved the idea of working in a team. My ability to work under stress has been sharpened by undergoing personal and school project while joining this with my part time work.

PROFESSIONAL EXPERIENCE

Technical Support Intern– Ryanair

04/2023 – 01/2024

Debrecen, Hungary

- Troubleshooting requests for customers on technical issues concerning the appand 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 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

SKILLS

- Technical Skills: HTML, CSS, JavaScript, Python, React, Node.js, Microsoft Office Tools, 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 (Beginner 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.

Simple Calculator [🔗](#)

- Made a simple Calculator using 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.