

# Mgbii Charles Kosisochukwu

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## PROFILE

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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 advanced knowledge on 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

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### 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

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### 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

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- 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

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### Interactive Portfolio Website [🔗](#)

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

### Simple Calculator [🔗](#)

- Made a simple Calculator using JavaScript

## CERTIFICATES

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### 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.