

Mgbii Charles Kosisochukwu

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PROFILE

My name is Charles a Computer Science Major in Hungary, I have practical experience in customer support, I've developed a strong foundation in client interaction, problem resolution, and service delivery. My time in this role sharpened my ability to communicate clearly, stay organized under pressure, and respond to client concerns with empathy and efficiency. I gained firsthand experience in managing expectations, resolving issues, and maintaining professionalism in a fast-paced environment. In addition to my work experience as a Computer Science major i spend time learning technolgies like Power Bi, and better ways to use AI systems to improve my work. I understand my previous experience gives me an edge but doesn't teach me everything and as such I'm always open to learning more and becoming better.

PROFESSIONAL EXPERIENCE

Customer Support Agent- Fossil Inc.

10/2024 – 02/2025

- I was responsible for handling customer orders, inquiries and tracking orders and inventory available using SAP.
- I answered questions customers had in relations to the company
- I queued to tickets on customer interactions using Salesforce.

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Customer Support Agent– Ryanair

04/2023 – 01/2024

- I assisted customers with making modifications such as Name Change, Flight date and route Change, and also modifying travel document details they have on their various bookings.
- I was responsible for answering customer enquiries and advising them on the best possible solutions available to them.
- I maintained and queued tickets of customer interactions and complaints using Zendesk and SkySpeed.
- I collaborated with cross-functional teams to provide first-rate customer satisfaction.

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EDUCATION

BSc Computer Science - University of Debrecen

09/2022 – 07/2026

- 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.

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SKILLS

- Technical Skills: HTML, CSS, JavaScript, Python, Microsoft Office Excel, SQL, data analysis techniques, data structures and algorithm, Git, SAP HANA
- 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 and Collaborative Skills: Kanban, ClickUp, Microsoft Teams, 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
- Artificial Intelligence: Chatgpt, Perplexity Ai, Gemini, GrokAi

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 clouds services 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.