# 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

**Customer Support Agent- Fossil Inc.**                                         10/2024 – 02/2025
- I was responsible for handling customer orders, inquiries about their orders and       Debrecen, Hungary
  inventory available.
- I answered questions customers had in relations to the company
- I queued to tickets on customer interactions using Salesforce.

**Customer Support Agent– Ryanair**                                            04/2023 – 01/2024
- I assisted customers with making modifications such as Name Change, Flight date         Debrecen, Hungary
  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.

## EDUCATION

**BSc Computer Science - University of Debrecen**                               09/2022 – 07/2026
- Participated in workshops on practical programming practices in workplaces as           Debrecen, Hungary
  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 and Collaborative Skills: Kanban, ClickUp, 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.