

Christian Ibe

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## EDUCATION

University of Toronto | Bachelor of Science Mississauga, Ontario | 09-2022 – Present

University of Manchester | Exchange Programme Manchester, UK | 07-2024 – 01/2025

## EXPERIENCE

CTDI (Communication Test Design Incorporated) | Technician Oakville, Ontario | 09-2021 – 09-2023

Delivered customer support by troubleshooting and resolving technical issues on both Web and Client Server

Provide technical support for user issues, troubleshooting problems and taking corrective action on all arising issues on a timely and effective basis.

University of Toronto | Tennis / Pickleball Coach Mississauga, Ontario | 10-2023 – Present

Effectively provide quality customer service and act as a knowledgeable resource for participants. Built positive relationships with students, applying empathy and active listening to support diverse learning needs.

## SKILLS

- Software tools: HTML, CSS, Excel, Python, Figma, Adobe Creative Suite, Maya, Unity.
- Customer Service: Proven ability to handle inquiries and resolve disputes effectively, with a focus on client retention and satisfaction.
- Networking: OSI model, TCP/IP, subnetting, routing protocols (OSPF, BGP), switching (VLANs, STP), router & switch configuration, packet analysis (Wireshark), IXIA (exposure)
- Communication: Fluent in English and Igbo, with strong verbal and written communication skills, effective in cross-functional interactions.

## TECHNICAL PROJECTS

Weja — AI-Powered Budgeting App (UI/UX Designer) -Built financial tracking platform with AI chatbot and budgeting logic. - Implemented receipt scanning and mobile-first UI.

Topaz Innovation — Fintech Wallet & API Platform - Created wallet API with secure transactions, Redis caching, and clean architecture.

Unity & Visual Novel Games - Designed gameplay systems, story logic, UI, and sound integration.

## INTEREST

Cultural Exchange Programs: Participated in educational exchanges in Wales, Nigeria, Ghana, Benin Republic, Togo, South Africa and more, enhancing adaptability and cross-cultural communication & collaborative skills.

Sports: Played tennis for my university team and soccer for a local club under THE FA while schooling in England, and actively participated in the chess society, finishing in the top 5 of my high school chess tournaments, demonstrating teamwork and strategic thinking skills.

## CO-CORRICULAR/ CLUB ACTIVITIES

President — University of Toronto Tennis Association Oversaw operational planning, budgeting, and equipment procurement for all club activities.

VP Finance — UTM For the Cure Managed all financial records, budgeting, and transparent reporting for fundraising initiatives supporting cancer research.