

# FADZAI CHITSINDE

TECHNICAL SUCCESS ASSOCIATE

## PROFILE

Detail-oriented Computer Engineering student and Client Success Associate with a proven track record in technical troubleshooting and relationship management. Expert at resolving complex escalations and driving client loyalty through data-driven solutions and empathetic communication. Seeking to leverage engineering foundations and CRM expertise in a technical support or client-facing engineering role.

## WORK EXPERIENCE

### Jun 2024 – Aug 2025

Foundever – Warsaw

#### Solutions Advocate

- Analytical Problem-Solving: Resolved complex technical issues using engineering logic to drive customer loyalty.
- Omnichannel Precision: Delivered high-quality solutions via phone, email, and chat, exceeding all service KPIs.
- Empathetic Leadership: Managed high-pressure escalations with professionalism to de-escalate sensitive client situations.

### May 2023 – Jan 2024

Sleek Diva Couture – Zimbabwe

#### Online Engagement Coordinator

- Strategic Growth: Created targeted social media content that boosted brand visibility and sales conversions.
- Operational Efficiency: Improved response times by analyzing communication trends and user data.
- Global Interaction: Managed real-time digital interactions to build a strong, engaged online community.

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<https://fadzai03.github.io/portfolio/>

## EDUCATION

### 2024 - 2027

#### VISTULA UNIVERSITY, WARSAW

- Bachelor of Engineering: Computer Engineering

## SKILLS

- Technical Troubleshooting
- Data Management
- CRM Tools
- Relationship Management
- Omnichannel support
- Effective Communication
- Critical Thinking
- Social Media Analytics
- Adaptability
- Teamwork

## LANGUAGES

ENGLISH - ADVANCED (C1)

POLISH - INTERMEDIATE (B1)