



## Ikemefuna Eke

**Date of birth:** 20/12/1999 | **Nationality:** Zimbabwean | **Gender:** Male | **Phone**

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**Website:** <https://ikemefunaekeportfolio.netlify.app/> | **Website:**

<https://github.com/IkemefunaEke> | **LinkedIn:**

<https://www.linkedin.com/in/ikemefuna-eke-77a3151a7/> |

**Whatsapp Messenger:** +48 795 633 191 |

**Address:** Béli Bartóka 8 A, Apartment 17, 02-787, Warsaw, Poland (Home)

**About me:** I am a hardworking young adult currently studying Computer Engineering and I have experience as a Game Tester and as a Call Centre Agent.

### WORK EXPERIENCE

22/11/2019 – 13/03/2020 Warsaw, Poland

#### QA TESTER TESTRONIC

I worked in a team and we were asked to play video games that are under development to check for errors, glitches or bugs and write detailed reports of how where and when these occur. These would be used by the programmers to correct the issue reported.

**Address** Warszawa, Poland

29/04/2020 – 30/06/2020 Warsaw, Poland

#### CUSTOMER SERVICE REPRESENTATIVE(FREELANCE) SITEL

During the Coronavirus lockdown i worked from home on a short-term contract I assisted customers from USA and Canada with all their issues and queries on an online shopping app known as Instacart

03/11/2020 – 17/07/2021 Warsaw, Poland

#### CUSTOMER SERVICE REPRESENTATIVE SITEL

I am working as Customer Service Representative and providing assistance to customers. This requires tracking customers orders and stock using SAP, helping customer with their business finding missing payments, helping to troubleshoot hardware that is not working properly, teaching new customers how the current software works and answering any questions they may have.

18/07/2021 – 15/07/2022 Warsaw, Poland

#### 1ST LEVEL TECHNICAL SUPPORT DIEBOLD NIXDORF

We provide assistance to customers who have or are running gas/petrol stations and use the software Diebold created to manage the retail and accounting of their business. The job includes troubleshooting pumps which are not dispensing fuel, troubleshooting hardware thats in the quick service store at the station including barcode scanners, printers and barcode scanners. We were also expected to make remote connections to the customers computer or point of sales to correct or troubleshoot any errors.

16/07/2022 – CURRENT Warsaw, Poland

#### APPLICATION SUPPORT SPECIALIST FLAIRSTECH

We provide support to customers who use a customer data platform program provided by Upland called Bluevenn.

This includes querying databases to get specific information using T-SQL script.

Connecting Remotely to customers computer using Remote Desktop Manager

The use of Zendesk ticketing system to get and respond to inquiries from customers.

The use of Outlook to communicate internally and to discuss handling and management of customer cases.

## ● EDUCATION AND TRAINING

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12/01/2012 – 22/11/2017 Harare, Zimbabwe

**CAMBRIDGE IGCSE ,ADVANCED LEVEL AND ICDL CERTIFICATE** St Georges College

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**Address** Harare, Zimbabwe

01/10/2019 – CURRENT Warsaw, Poland

**BACHELORS DEGREE** Vistula University

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**Address** Warsaw, Poland

## ● LANGUAGE SKILLS

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Mother tongue(s): **ENGLISH** | **SHONA**

## ● ADDITIONAL INFORMATION

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### ORGANISATIONAL SKILLS

**Organisational skills** I like people and i can work comfortably in teams.

### COMMUNICATION AND INTERPERSONAL SKILLS

**Communication and interpersonal skills** I can read , write and speak English fluently.

### JOB-RELATED SKILLS

#### Job-related skills

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1. I know how to use Microsoft 365 apps like Excel, Outlook, PowerPoint, SharePoint and Word
2. I have experience using SAP, Salesforce.
3. I have experience using Atlassian products including Jira, Jira Service Management and Confluence
4. I have great communication skills and I work well in teams.
5. I have personal experience and have great understanding of HTML, CSS, SQL, Sass, Bootstrap, JQuery, JavaScript
6. I am also learning React and plan on adding Redux as well .
7. T-SQL