

# Chibueze Nicholas Nwadike

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## TEAM MEMBER

A motivated and dedicated second-year student in the Software Development program at Mohawk College. Seeking part-time employment to apply strong technical abilities and communications skills for the benefit of improving customer satisfaction and accomplishing business goals.

## HIGHLIGHTS OF QUALIFICATIONS

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- Proven ability to thrive in a busy customer-facing environment, demonstrating excellent organization and time management skills.
- Strong communication skills, effectively interacting with customers and team members to ensure a positive customer experience.
- Exceptional multitasking skills, efficiently handling multiple tasks simultaneously such as taking orders, processing payments, and packaging.
- Willingness to learn and adapt quickly to new processes and procedures, embracing change and continually seeking ways to improve efficiency and customer service.
- Dependable and reliable, consistently demonstrating strong attendance and punctuality, while adhering to company policies and procedures.
- Strong problem-solving skills, effectively responding to customer inquiries and concerns while maintaining professionalism and promoting a positive company image.
- Physically fit and capable of lifting up to 50 lbs and standing for long periods of time, bending, kneeling crouching, reaching and performing other physical tasks as required.

## EDUCATION

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### Software Development

Mohawk College, Hamilton, ON

*Expected Graduation July 2026*

## WORK HISTORY

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### Field Sales Representative

**June 2025 – Present**

Cognitive Sales Solutions, Hamilton, ON

- Educate customers about the benefits of our partner Canadian Tire Triangle MasterCard and other financial products at gas station locations within your assigned territory.
- Drive sales, advocacy, and brand awareness for our client's products during events.
- Utilize creative approaches to engage customers and effectively communicate product benefits.
- Handle customer information with the utmost confidentiality.

### Field Sales Representative - Door to Door Sales

**Jan 2025 – April 2025**

Go Sales, Hamilton, ON

- Engage with residential customers to present TELUS's full suite of services, including Mobility, Pure Fiber Internet, ADT Security, and Smart Home solutions.
- Identify customer needs through conversations and recommend personalized services to enhance comfort and peace of mind.
- Collaborate with a driven team and receive hands-on coaching from experienced field leaders
- Exceed sales targets to earn commissions and bonuses while sharpening communication and sales skills.

### IT Help Desk/Customer Service Representative - Remote

**Sept 2022 – May 2024**

StylesWithASA Ventures, Lagos

- Provided IT support for a small business; designed company website and responded to technical issue's; promptly resolved errors with the company's online ordering system and email inbox.
- Resolved customer email inquiries on orders and shipments to ensure timely delivery.

**Technical Support Representative****Jul 2019 – Sept 2019**

Fussy Tech Phones and Accessories, Lagos

- Greeted customers and addressed concerns related to their cell phones.
- Diagnosed issues, provided repair quotes, and estimated turnaround times.
- Explained technical problems clearly and offered practical solutions.
- Generated revenue by upselling and promoting new products to meet customers' needs.