Elochukwu BOC-Ifeobu

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Summary

Hardworking, ambitious, and highly adaptable recent Computer Engineering graduate with strong ability in customer service, tech support, and retail in slow- or fast-paced settings. Highly organized, proactive and punctual with a team-oriented mentality.

Skills

- Microsoft Word, Excel, PowerPoint, and Outlook
- INFORMATION TECHNOLOGY PROFICIENCY
- LANGUAGES: C, Java, HTML, Assembly, Python, jQuery, SQL, PHP, JavaScript
- TECH STACK: Oracle, Firebase, Blynk, MySQL, Tableau
- Javascript, PHP, / jQuery Certificate | SoloLearn | 2020
- Assembly language
- Time management
- Client/server, User interface
- Excellent communication
- Decision making
- Leadership skills
- Managing
- Multi-tasking
- Problem-solving
- Programming

Experience

TECHNICAL SUPPORT REPRESENTATIVE | 07/2021 – 06/2022
Apple

- Handled and carefully responded to all customer inquiries by building excellent rapport and confidence, identifying their needs, and taking strategic action on time.
- Provided excellent customer support through active listening on every interaction while adjusting the support approach to accommodate all levels of customer experience
- Troubleshot mobile technology, equipment, and system problems while educating the customer on support options and steps being taken to resolve the issue.
- Resolved issues on the first call by being proactive and demonstrating advanced product knowledge.
- Worked with confidential customer information and treated it sensitively.

GROUP LEADER | 01/2019 - 05/2021
Humber College

- **Smart Lock Capstone Project Part of a group of four, developed a decentralized Smart Door Lock System.**
- Connected decentralized subsystems to Blynk Cloud Database.
- Designed an app to control the door lock system using the Blynk app.
- Added a virtual pin on the app which sent signals to lock (1) and unlock (0) the smart lock.

- Connected a servo motor to a Raspberry PI and wrote JavaScript code to connect the Raspberry PI to the Blynk database and turn the servo motor when it received signals from the virtual pin on the phone app.
- Group handled other parts to make and OLED say LOCKED/UNLOCKED based on the signal getting from the virtual pin.
- Maintained project on a Github repository.
- **Homies Android Application Part of a group of four developed an Android Housing application.**
- Used Android Studio IDE to design the front-end user interface and develop back-end functions in Java.
- Connected the application to Firebase Real-time Database, to store and access data remotely.
- Created and managed the signup page, login page, profile page, and edit profile page, specifically, the design, validation, and sending/retrieving of data on our firebase database.
- Utilized Google and Facebook API for creating user accounts.
- Maintained project on a GitHub repository.
- **Popcorn (Movie ticket purchasing website)**
- Led team and created a movie ticket purchasing website using HTML, CSS, jQuery, and PHP.
- Created a database using MySQL, within a Virtual Machine running on Ubuntu, and connected the website to it to store and access data remotely.
- Initiated, created, and designed the front-end designs for the website.
- Raspberry Pi 3 Solar Panel Tracker (Course Project), Created an embedded system that collected data and tracked solar panel movement with a motor.
- Interpreted data with C and Micro Assembly language to provide functionality Integrated modules such as a GP-20U7 GPS, BME280 weather sensor, and TSL2561 luminosity sensor.

VOLUNTEER | 02/2020 - 03/2020
National Engineering Month, Humber Workshop, Toronto
- Helped plan and execute a multi-day outreach event.
- Paired with a community partner who brought students and parents into Humber for STEM workshops, while the students did hands-on workshops, their parents attended workshops on pathways to Humber, as well as a speaker panel of industry professionals.
- Made a manual for the students and guided them to build a cart with wheels and code for an Arduino Hands-on experience with the kids, guided them as they edited and flashed code onto the Arduino to increase/decrease the speed of motors that turned the wheel.
- Helped and guided kids while building the cart with wheels.

CALL CENTER AGENT | 07/2018 - 12/2018
Brooklyn Incorporation - Abuja, Nigeria
- Pursued opportunities to advance client relations skills and further enhance customer satisfaction in every interaction.
- Met or exceeded call speed, accuracy, and volume benchmarks consistently
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Achieved high sales percentage with a consultative, value-focused customer service approach.

FRONT DESK RECEPTIONIST
Prochoice Water - Abuja, Nigeria
- Warmly greeted incoming guests, providing information regarding policies and amenities.
- Managed customer complaints and rectified issues to complete satisfaction.
- Responded to inquiries made online, by phone, or by email.
- Operated multi-line switchboard for busy office and routed incoming calls to correct individuals.

Education and Training

Humber College - Toronto | Advanced Diploma
Computer Engineering Technology, 2021

GPA: 3.9/4.0

Additional Information

- ACHIEVEMENTS: Dean's List: Humber College, Toronto, CA (2021)