# **Edmund Ifeobu**

- https://lolo-dot.github.io/portfolio/
  https://github.com/Lolo-dot
  - in https://www.linkedin.com/in/edmund-boc-ifeobu/

### **Profile**

Dynamic technical support professional with over 3 years of experience in resolving complex technical issues and mentoring new advisors. Achieved a 95% first-call resolution rate and enhanced team performance through targeted coaching. Skilled in iOS, macOS, and advanced troubleshooting techniques. Additionally, an experienced full-stack web developer proficient in web application development using HTML, CSS, JavaScript, Node.js, and MongoDB.

# **Professional Experience**

### T2 Apple Technical Support Advisor/Mentor, Kelly Connect

07/2021 - present

- Handled escalated calls from Tier 1 advisors, providing expert support for more complex technical issues.
- Set up commitments with customers and ensured follow-up until their issues were fully resolved.
- Conducted deeper investigations into complex problems, utilizing advanced troubleshooting techniques.
- Created and managed tickets for recurring or widespread issues, tracking them to identify patterns and root causes.
- Escalated critical issues to the engineering team and communicated updates and resolutions to customers.
- Maintained detailed records of escalated issues and provided feedback to improve the support process.
- Collaborated with trainers, supervisors, and managers to enhance metric development and manage outliers.
- Conducted 1:1 coaching sessions, providing constructive feedback to advisors and enhancing overall performance.
- Prepared and delivered presentations to advisors, improving their knowledge and effectiveness.
- Trained new advisors in iOS and macOS troubleshooting, handling a variety of technical issues, and maintaining high metrics.
- Shadowed new advisors to understand their onboarding process and identify areas for improvement.
- Created and presented performance reports on new advisors, highlighting strengths and areas for development.
- Assisted in the development of training materials and best practice guides based on observations and feedback.

## **Technical Support Representative,** DependableIT

05/2022 – 06/2022

- Delivered exceptional customer service by resolving technical issues related to the Internet, cable TV, and digital phones.
- Utilized multiple Windows applications to verify customer information, determine root causes, and provide effective resolutions.
- Achieved performance goals in call time, accuracy, quality, and customer satisfaction.

### **Debt Collector,** Total Credit Recovery

08/2022 - 01/2023

- Contacted consumers to arrange payments for delinquent accounts, demonstrating professionalism and respect.
- Researched and evaluated financial statuses to determine feasible repayment
- Negotiated with consumers to explore financial solutions and address debt management goals.
- Conducted initial trace work using online tools and account systems.

# **Volunteer Instructor,** National Engineering Month, Humber Workshop

02/2020 - 03/2020

- Collaborated with community partners to plan and execute a multi-day STEM outreach event, engaging students and parents in interactive workshops.
- Developed comprehensive instructional manuals for students, detailing step-bystep guidance on building a cart with wheels and programming Arduino-based
- Provided hands-on guidance to students during workshops, teaching them how to edit and flash code onto Arduino devices to control motor speeds.
- Led workshops for students, enhancing their practical understanding of engineering principles and fostering a passion for STEM.
- Assisted in organizing and conducting sessions for parents, informing them about educational pathways and career opportunities in STEM fields.
- Collected and analyzed feedback from participants to assess the effectiveness of the workshops and identify areas for improvement.

# **Education**

**BA in Computer Science,** York University

2024 - 2027

### COMPUTER ENGINEERING TECHNOLOGY,

2019 - 2021

Humber College Institute of Technology & Advanced Learning Graduated with a 3.9 GPA and honors. Dean's List for 2021 graduates.

#### Skills

#### **Technical Skills**

### **Soft Skills**

iOS Troubleshooting, macOS Troubleshooting, Advanced Troubleshooting Techniques.

**Customer Service, Coaching and Mentoring** 

### **Programming Skills**

HTML, CSS, JavaScript, jQuery, Bootstrap, Node.js, Express, MongoDB (NoSQL)

# **Projects**

### Online File Explorer App (Pure Node.js, Bootstrap)

- Built an online file explorer using HTML, Bootstrap, and Pure Node.js
- Made the Template using HTML and Bootstrap
- Used Node.js for the functionality of the application
- Maintained the application on a GitHub repository
- The files can be sorted by name, size, and the date modified
- Video and Audio files can be streamed and files will be displayed on a new page
- Deployed on render

### **Drawing App** 🗹

- Created an online drawing app using HTML, CSS, JavaScript, and jQuery UI
- The skeleton of the site was made using HTML and CSS
- The functionality was done with jQuery and Canvas
- You can draw using your chosen color and width as well as erase
- You can save items you draw and have them restored when you reload the page, which was done through the use of Local Storage
- Maintained on a GitHub repository

# Stopwatch 2

- Created a stopwatch application using HTML, CSS, jQuery, and Bootstrap
- The skeleton of the application was made using HTML, CSS, and Bootstrap
- The functionality was done using jQuery
- Maintained on a GitHub repository

# Fruit Slicing Game 🛮

- Created a fruit slicing game with HTML, CSS, and jQuery
- The skeleton for the site was built using HTML and CSS
- The functionality was done using jQuery
- Maintained on a GitHub repository

# Math Multiplication Game 🛮

- I made a math multiplication game using HTML, CSS, and Javascript
- The skeleton for the site was built using HTML and CSS
- The functionality was done using JavaScript
- Maintained on a GitHub repository

# App Landing Page 🛮

• I designed an app landing page with HTML, CSS, and Bootstrap