

MARTINS FADAIRO

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 <https://github.com/Skreedd>

RELEVANT SKILLS

- Customer Services
- Fluency in English
- HTML 5
- CSS, SCSS
- Bootstrap 5
- JavaScript
- React Js
- Git, NPM
- Organizational Skills
- Communication
- Tracking and Documentation



EDUCATION HISTORY

Bachelor of Aircraft Maintenance

Institution: National Aviation University,
Kyiv Ukraine
September 2018 - July 2022

Secondary School Diploma

Institution: Federal Science Colledge
Sokoto, Nigeria
2013 -2016

WORK EXPERIENCE

IT Support

A Service

September 2020 to February 2022

- First Level IT Support
- Handled and resolved tickets
- Provided technical PC, Software, and Telecom support
- Maintain an up-to-date record of user data
- Managed Active Directory User Account and Passwords
- Monitored IT infrastructure (computers, access points, printers, switches, routers)
- Provided day-to-day support for existing IT services and users of services.

Customer Service Representative

AN Transport Lviv, Ukraine

2019 Feb - 2020 March

- Improved customer satisfaction through forward-thinking initiatives that focus on meeting customer demands and resolving issues.
- Cultivate customer loyalty, promoted
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Gathered consumer feedback and made process modifications to meet customer satisfaction.
- Increased sales by offering advice on purchases and promoting additional products.
- Resolved product Issues through consumer testing
- Maintained up-to-date knowledge of product and service changes.