

# UBULU HILLARY ONYEDIKACHI

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I am an experienced and technically inclined young professional with a keen eye for trends and a passion for the ICT and Power Industry.  
I put customer satisfaction first and always.

## Work Experience

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### **Power Distribution Substation Operator**

Enugu Electricity Distribution Company

January 2021 to Present

Operate and Monitor Power Switchboards and Auxiliary Equipments  
Complete and maintain station records, logs and daily report activities

### **Sales Representative**

Enugu Electricity Distribution Company

January 2018 to December 2021

Data Collection and Analysis.  
Meter reading and Inspection.  
Billing vetting and Cash Drive.  
Customer Service and Support on Company Products and Services

## Education

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### **B.Eng in Electrical and Electronics Engineering**

Enugu State University of Science and Technology

2016

## Skills

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- Power System Operation|Azure Administrator|PowerBI and Excel Data Analytics|Scrum Fundamental Certified|ISC<sup>2</sup> Certified Cyber Security

## Certifications and Licenses

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### **ISC<sup>2</sup> Certificate of Completion Cyber Security**

### **Scrum Fundamental Certified**

## Assessments

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### **Customer focus & orientation — Proficient**

June 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Basic computer skills — Proficient**

June 2023

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

### **Customer service — Proficient**

June 2023

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Sales skills — Proficient**

June 2023

Influencing and negotiating with customers

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.