UCHE MICHAEL NWAINOKPOR

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# PROFILE

A team player and result oriented with demonstrated ability to work effectively. Also, willing to learn and adaptable to progressive changes. A diligent young man with a keen drive to achieve outstanding success at the workplace.

# SKILLS

* Ability to communicate professionally and effectively.
* Proficient in use of Microsoft office and internet applications.
* Ability to take initiative, and be an excellent team player.
* Innovative and strategic approach to work in order to meet deadlines.
* Strong ability to adapt to new working environments and changing priorities
* Multitasking with apt attention to details.

# EMPLOYMENT AND WORK EXPERIENCE

Mcdedict Homes Ltd ▪ Lagos, Nigeria Customer Support Engineer ▪ october 2020 till present

* Oversee daily operations
* Provide timely and accurate technical support to customers via various channels such as phone, email, chats and ticketing system.
* Diagnose and troubleshoot technical issues reported by customers, ensuring proper resolution and follow-up.
* Track and monitor project progress, adhering to prearrange standards
* Mediate on-site conflicts
* Collaborate with cross-functional teams including product development, engineering, and quality assurance to escalate and resolve complex technical issues.
* Collaborate with sales and account management teams to address customer concerns, gather feedback, and identify opportunities for upselling or cross-selling products or services.
* Ensure projects are completed on time, within budget, and meet quality standards.
* Assist in the development and improvement of support processes, documentation, and knowledge base articles to enhance the overall customer support experience
* Participate in product testing, quality assurance activities, and beta testing programs to ensure product stability and reliability.
* Liaise with equipment vendors, contractors, and subcontractors to procure materials and services required for telecom projects.

Abostus Geomatics Survey & Engineering ▪ Asaba, Delta State, Nigeria. Land Surveyor ▪ June 2018 – September 2020

* Conducted surveys of constructions on land sites and properties.
* Examined previous records and evidence to ensure data accuracy.
* Research and design methods for survey processes.
* Use equipment and tools to accurately measure land features (e.g Longitude and latitude).
* Build maps, sketches and charts.
* Purchase and maintain equipment.
* Reported on survey results and present findings to clients.
* Collaborated with engineers and architects on several projects.
* Manage all handlings for procurement of designs and construction teams.
* Manage all client jobs by producing agreed designs and costs, with agreed budgets.

University of Lagos ▪ Akoka, Lagos State, Nigeria (Department of Exams and Records) National Youth Service Corps (NYSC) ▪ May 2017 - April 2018

* Worked as assistant admin personnel.
* Update file booklets for missing results
* Result corrections for graduate students and input in to database
* Prepared results against bicus and senate meetings

Chesroc Nigeria Limited ▪ Port-Harcourt, Rivers, Nigeria Operations Intern (SIWES) ▪ May 2013 - November 2013

* + Worked as an assistant operations manager.
  + Worked in the HSE office (Health Safety and Environment)
  + Worked as the logistics assistant officer ensuring all product were delivered
  + Worked as a warehouse officer ensuring product delivery from the rig

# EDUCATION/CERTIFICATION

* University of Nigeria, Nsukka (UNEC) Enugu State, Nigeria.

B.Sc Geo-informatics and Surveying (February, 2016).

* Andela React Learning Program Lagos Nigeria. (October, 2023).