

IRAKOZE Angelo Junior

Computer Science Student / IT HelpDesk Agent

Makolagwy 13

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EXPERIENCE

TelePerformance, Warszawa — IT HelpDesk

October 2021 - PRESENT

Provision of Technical Support to IT devices which have issues. This involves mostly resolving connectivity issues but also providing advice and solutions according to the signaled issue by the customer.

Conducted in-depth product and issue resolution research to address customer concerns.

Wizz Air, Warszawa — Customer Service Consultant

June 2021 - September 2021

Worked in dispute resolution by analyzing refund eligibility for passengers..

Handling passengers' claims using analytical skills, and different ticketing tools.

Interacting with different internal teams for the purpose of clients' satisfaction.

CCIG, Warszawa — Senior Consultant

January 2021 - May 2021

Delivered effective customer care and developed interaction skills that allow me to handle clients' claims faster either by email or call and as a result maintained clients' satisfaction.

EDUCATION

Polish-Japanese Academy of Information Technology , Warszawa — Bachelor's Degree

September 2019 - PRESENT

Institut de Formation Apostolique de Kimihurura, Warszawa — HighSchool

February 2013 - November 2018

ABOUT

I am a fluent French and English speaker with experience in providing good customer experience and always look forward to completing the settled goals by the business within the provided deadline.

SKILLS

SAP

Microsoft Office

Java Programmer

Customer Service

IT Support and HelpDesk

Team Worker

LANGUAGES

English - Fluent

French - Fluent

German - Basic