

Emeka Ferdinand Obi

57, Oremeji str Ekoru Abule-Egba Lagos state. | 07010785926 | obiemekaferdinand@gmail.com D.O.B- (9TH FEB 1998)

PROFESSIONAL SUMMARY

A technically minded Electrical/electronics technician with over 5 years experience, who is dedicated, professional, and experienced. Excellent communication skills, reliable and strives to go above and beyond to deliver a project that meets and exceeds expectations of the client. Excellent team player

Organized automotive service advisor skilled at producing detailed and accurate work orders for repairs. Maintains service standards and high customer satisfaction with professional support for diverse customer needs. Well-versed in parts and labor requirements.

Reliable candidate ready to take on challenges using problem solving and task prioritization skills to help team succeed.

WORK EXPERIENCE & MILESTONES

AUTOMOTIVE SERVICE ADVISOR

Integrated Automotive services limited, Ogun state

March 2023 – present

- Completed preventive and automotive maintenance and repair works such as oil changes, brakes inspection and battery checks
- Replaced worn accessories and components, including belts, hoses and fluids.
- Explained complex technical concepts to customers in easily understandable manner.
- Diagnosed and repaired engine, transmission, electrical, steering, suspension and brake system problems.
- Engage in quality checks of all new parts brought into the workshop and ensure they meet up with OEM standards.
- Provide necessary feedback to the workshop leadership to be in line with accurate information about delivery status.
- Complied with health and safety procedures and instructions (100% HSE environment).

CUSTOMER SERVICE REPRESENTATIVE

Multichoice (DSTV), Ogba, Lagos state

August 2021 – February 2023

- Followed up with customers regarding product functionality and overall satisfaction.
- Collaborated with colleagues and co-workers to deliver quality customer experience.
- Provided account information to customers and explained bill service policies and customer rights.
- Updated and maintained database with accurate customer information and timely data entry.
- Responded to telephone inquiries and complaints following standard operating procedures.
- Investigated and researched issues to determine root causes and appropriate resolution methods.
- Delivered personalized customer service relating to questions and promptly resolved basic problems on customer accounts.

MACHINE OPERATOR, Lagos

Jonytech Aluminium Systems, Abule Egba Lagos state

March 2018–November 2019

- Maintained equipment in operating condition by performing preventive maintenance and repair.
- Operated industrial carts and forklifts for lifting, moving and transporting materials.
- Planned ahead for machine changeovers and efficiently changed from one product item to another.
- Prevented malfunctions with quick with quick machine adjustments based on sounds and vibrations.
- Deployed heavy machinery, enabling manufacture and distribution of goods.
- Maximized machine uptime with well coordinated preventive maintenance and repair actions.
- Controlled and properly disposed of hazardous and non-hazardous waste.

ELECTRONICS INTERN, Lagos

Power Technology, Mangoro Bus-stop, Lagos state

June 2017–January 2018

- Observed and monitored machinery and equipment, determining compliance with operating standards.
- Gained hands-on experience using various tools such as multimeters and soldering irons.
- Assisted in designing and testing electronic circuits and components.
- Employed variety of handheld and power tools for troubleshooting equipment and systems.
- Explained technical diagnoses and needed repairs to individuals in simple terminology.
- Supervised installation or operation of electronic equipment or systems.
- Ensured compliance with safety regulations while working with electronic equipment.

EDUCATION

HND IN ELECTRICAL/ELECTRONICS ENGINEERING –UPPER CREDIT

Yaba College Of Technology, July 2021

OND IN ELECTRICAL/ELECTRONICS ENGINEERING –UPPER CREDIT

Yaba College of Technology, February 2018

WASSCE

Marv Grace College, July 2014

SKILLS

- Preventive maintenance
- Computer literacy
- Professionalism
- Vehicle diagnostics

- Time management
- Adaptability
- Strong work ethic
- Documentation and reporting
- Analytical thinking
- Essential understanding of environmental workplace safety
- Ability to observe, detect problems and come up with solutions.
- Presentation, decision making, communication skills, team player, adaptability, and ability to learn.

CERTIFICATES

- Jobberman soft skills training.
- SCANIA technical training on vehicle diagnostics.
- NYSC certificate of completion – March 2023

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