

# JOSHUA ISAAC

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## SUMMARY OF QUALIFICATIONS

- Experienced professional with over 3 years of experience in Information Technology and Customer Service field; known for improving customer satisfaction and productivity
- A team oriented leader with excellent communication and interpersonal skills, both oral and written
- High work ethic and standards with the ability to prioritize workload and according to required standard
- Quick learner and able to multitask and accomplish all assigned jobs promptly and correctly
- Good eye for details; well organized, skilled in setting priorities
- Poised to contribute to the growth and innovation of a progressive organization
- Proficient in Microsoft Office (Word, Excel, and PowerPoint presentation in particular)

## CORE SKILLS

- |                         |                   |                     |
|-------------------------|-------------------|---------------------|
| • Interpersonal Skills  | • Time Management | • Leadership Skills |
| • Communication Skills  | • Multitasker     | • Customer Service  |
| • Problem Solver        | • Accountable &   | • Data Entry        |
| • Customer Satisfaction | Resourceful       |                     |

## RELEVANT WORK EXPERIENCE

### Information Technology Analyst (Ops)

March 2019 – April 2020

AT&T, United States

- Provided courteous and professional customer service to inbound enquiries, ensuring every issue is attended to or escalated to the appropriate department
- Resolved customer's issues and concerns, and responded to inquiries with systems provided to assist with such concerns
- Initiated needs based offers and sales opportunities where possible to customers in a professional manner as per customer satisfaction requirement
- Maintained proper knowledge of company's escalation procedures
- Worked to promote team effort, support and growth with distinguishable effort and recognizable progress
- Data entry and research as required to troubleshoot customer problems
- Maintained a secure work environment through adherence to company notices and procedures of escalation
- Maintained adequate knowledge of existing tools and applications put in place to aid job functionality and company progress
- Ensured prompt service delivery updates for a swift and concrete resolution
- Maintained strict confidentiality as per company's privacy policies to ensure safety and non-dissemination of customer's information
- Carried out hardware troubleshooting of onsite computer systems and making reports of recommended repairs or replacements

## ADDITIONAL WORK EXPERIENCE

### Warehouse Supervisor

June 2018 – March 2019

AMAZON, United States

- Trained new intakes and updated them with work duties and responsibilities as well as already laid down safety protocols
- Unloaded package pallets from the truck dock using the pallet jack while observing all established safety protocols
- Ensured every package was inducted correctly from each pallet box using the designated bar code scanner
- Made sure every one in my team was working by the set rules with safety and timely delivery as a priority
- Staged sorted packages in their various boxes and carts at the appropriate staging areas for the delivery drivers' pick up and delivery
- Maintained records, reported relevant information and prepared every necessary documentation
- Ensured basic maintenance standards and compliance with basic health and safety regulations
- Kept records and reported due maintenance schedule or total replacement of warehouse equipments as the case may be

#### **Shift Manager**

**May 2017 – June 2018**

CONOCO GAS, United States

- Activated fuel pumps and propane tanks at the beginning of every business day
- Sold and installed accessories such as batteries, windshield wiper blades, engine oil, engine coolant, and windshield wiper fluids
- Performed minor repairs like changing engine oil and filters, replacing brake lights and reverse lights
- Recharged or jumpstarted customers batteries in order to get them back on the road
- Collected payments through the available payment systems and made sure proper documentation like receipts were available
- Provided customers with information about local roads and highways for adequate navigation to their destination
- Shuts down all fuel pumps at the end of every business day and prepared daily reports of fuel, oil, accessory and propane sales

#### **Administrative Assistant**

**March 2012 – August 2016**

CYBERKONSULTS, Nigeria

- Organized and coordinated meetings from the executives to the other lower arms of the company
- Initiated, tracked, analyzed, and proof-read monthly data for the quarterly magazine before publishing
- Sorted and distributed incoming and outgoing mails and provided administrative support to the Managerial board
- Initiated, managed, and resolved detailed action plans to effect reconciliation with clients and the company
- Maintained utmost discretion and confidentiality when dealing with sensitive information within the company
- Completed operational requirements by scheduling and assigning administrative projects and expediting work results
- Maintained supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting delivery of needed supplies

## **EDUCATION**

<b>Diploma, Software Engineering Technician</b> Centennial College, Canada	<b>2023</b>
<b>Associates of Science, Computer Information Systems</b> Rowan College, United States	<b>2020</b>
<b>High School Diploma (WES and ICAS Evaluated)</b> Raymond Private Academy, Nigeria	<b>2011</b>

**REFERENCES AVAILABLE UPON REQUEST**