Idris Mustapha

IM

musteidris@gmail.com

6476569695

Toronto, Ontario M1S2P1

Summary

Friendly Technical Support Representative keen to help customers maximize product impact and usability. Amiably replies to all customer queries and consistently resolves client issues. Committed to improving user satisfaction numbers and supporting return patronage across all supported products.

Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Skills

- Proficiency in ReactJS, PHP, NodeJs, JavaScript, Java and Python
- Microsoft Office 365
- Azure Active Directory
- Multi-Factor Authentication
- Azure Conditional Access
- Problem-Solving Skills
- Documentation and Reporting
- Technical Support
- CRM Software
- Troubleshooting and Diagnosis
- JIRA
- Scrum Methodology
- Databases
- AWS IAM
- Inbound and Outbound Calling

Education and Training

Experience

Johnsons Controls

Monitoring Call Center Agent | Toronto, ON   04/2023 to Current

- Managed high-volume of inbound and outbound customer calls.
- Resolved customer inquiries, questions and concerns to consistently offer quality service and meet performance benchmarks.
- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.
- Maintained strong call control and quickly worked through scripts to address problems.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Managed customer expectations by clarifying needs, identifying options and recommending products and services.
- Met or exceeded call speed, accuracy and volume benchmarks on consistent basis.
- Conducted video surveillance and monitored security equipment at facilities to ensure optimal security.
- Documented incident reports according to customer and department requirements, maintaining accurate alarm handling procedures and interactions records.

HUGO TECHNOLOGIES,

Strategy and Transformation Analyst | Yaba, Lagos 07/2022 to 12/2023

- Reviewed established procedures to assess areas in need of improvement.
- Implemented unique methods and methodologies, which helped reduce and resolve issues.
- Documented research findings and prepared polished reports highlighting results and potential improvement strategies.
- Researched and led investigations into various areas to drive improvements and devise new processes.
- Assessed employees through on-site observation and

Bachelor of Science
University of Lagos
Yaba, Lagos
Zoology, 10/2019

Associate of Science
Centennial College
Toronto, ON
Software Engineering Technician

Certifications

- Introduction to Cloud Computing, Udemy - 2020.
- cPanel & WHM System Administrator (CWSA-1) - 2020
- Machine Learning Foundations Udacity, AWS - 2021.
- Technical Support Coursera, Google - 2021.
- Data Analytics Coursera, Google - 2022.
- AWS IAM ,Coursera - 2023

interviews to determine strengths and weaknesses in work performance, methods and team functions.
- Devised new and improved records management programs to organize and protect data.
- Prioritized and organized tasks to efficiently accomplish service goals.

Lenilabs

Software Developer / Technical Support Engineer | Yaba, Lagos   10/2018 to 12/2020

- Analyzed solutions and coding fixes for software problems.
- Met with stakeholders, product teams and customers throughout system development lifecycle.
- Collaborated with cross-functional team to define features and build powerful and easy-to-use products and customer-facing workflow tools.
- Coordinated with project managers to meet development timelines and plan testing.
- Tackled development tasks based on system requirements and documented approaches.
- Liaised with QA testers to perform testing meeting various parameters.
- Developed web applications using variety of engineering languages.
- Conducted full lifecycle software development from planning to deployment and maintenance.
- Engaged with user experience designers crafting clean interfaces with simple, intuitive interactions and functions for software package.

Konga

Customer Service Representative | Ikeja, Lagos   06/2018 to 09/2018

- Assessed client data from reports to better understand possible renewal risks.
- Reviewed established procedures to assess areas in need of improvement.
- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Answered inbound calls, chats and emails to facilitate customer service.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Developed strong customer relationships to encourage repeat business.

- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Consulted with customers to resolve service and billing issues.

Websites, Portfolios, Profiles

- Artgidi.com
- https://github.com/eedrisss?tab=repositories