EMMANUEL UZOCHUKWU

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Summary

Proactive recent college graduate with a Computer Science Bachelor's Degree concentrating in Web Development. Aiming to leverage academic experience, proven knowledge of application development, and understanding of management information systems to successfully aid in the development of any project application at any organization.

Skills

- Python Programming
- C++ Programming
- Experience with Linux/Windows
- Operating Systems
- Experience with HTML, CSS, jQuery,

- JavaScript, Git and TFS
- Bash, Perl, Python Scripting
- SQL / PLSQL Programming
- Microsoft Office expertise

Experience

CUSTOMER SERVICE REPRESENTATIVE | 03/2020 - Current
Whole Foods Market Inc - Montgomery, AL
- Operated cash register, collected payments and provided accurate change.
- Helped customers find specific products, answered questions and offered product advice.
- Trained new team members in cash register operation, stock procedures and customer services.
- Learned roles of other departments to provide coverage and keep store operational.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.

IT TECHNICIAN | 08/2016 - Current
Divine Touch Ministries Worldwide - Montgomery, AL
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks both in person and via telephone.
- Explained technology-related details or issue to customers in an easily comprehensible manner.
- Acted as single point of contact for customers during technical faults and security-related events.
- Performed troubleshooting on networking and connectivity issues to restore connections and network access.
- Conferred with vendors to obtain replacement hardware or software when needed by employer.
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Routinely coffered with team members to develop and update standard operating procedures and conduct information relay.

Education and Training

AUBURN UNIVERSITY AT MONTGOMERY - Montgomery, AL | Bachelor of Science

Computer Science And Programming, 12/2020

Certifications

Fiber and Copper Certified

References

References References available upon request