Catherine John

Lagos, GU
-Email me on Indeed: http://www.indeed.com/r/Catherine-John/799274206ce48d5f

Enthusiastic Technical Support Engineer with 2+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Willing to relocate: Anywhere

Work Experience

Devops Engineer/sre(intern)
VENTURE GARDEN GROUP
September 2021 to Present

● Worked on Linux and Windows servers running in test, and staging environments. Provisioning,configuring,managing,and troubleshooting them when issues arise or when imperative.
● I collaborated with my team in setting up continuous integration and delivery pipelines using tools such as Jenkins,Octopus,Bitbucket,GitHub,Azure container registry,
DockerHub,and others.
● Familiarity with Azure,AWS and GCP cloud environment.

Technical Support Engineer
(AZURE VM) Tek Experts
November 2020 to Present

● Responsible for the customer support experience with Microsoft
● Provide first-level technical support and preliminary investigation to customer issues and service requests.
● Resolve customer's issue via telephone, email or a remote session. Manage and track customers' issues.
● Diagnose and provide root cause analysis to customer issues.
● Own, troubleshoot and solve customer technical issues, using collaboration, troubleshooting best practices and transparency within and across teams
● Identify cases that require escalation technically.
● Create and maintain incident management requests to the product group/engineering group.
● Interfaces directly with customers at different stages of the problem resolution process including understanding customer issues, communicating action plans for resolution, and conveying resolution.

Customer Support
IROKOTV
January 2019 to January 2020

● Troubleshoot customer's app to rectify issues and bugs.
● Resolve 200+ weekly customer inquiries via phone and email, consistently exceeding targets.
● Made 40+ outbound calls per day to follow up with customers with expired subscriptions.
● Achieved 90% average customer satisfaction rating to date, surpassing team goal by 10%.

● Answering inbound and outbound calls regarding billing issues, product problems, services, questions, and general client concerns.

Sales Executive
IROKOTV
April 2018 to December 2018

● Exceeded weekly target by 20% increase in App subscription sales. ● Collaborated with the sales supervisor to determine necessary strategic sales approaches.
● Generated new business through referrals, cold calls, and existing client base. ●
Made 40+ outbound calls per day to follow up customers with expired subscriptions. ●
Passion for closing deals.

Cloud Engineer - Virtual Internship
DELOITTE TECHNOLOGY CONSULTING
January 2018 to March 2018

● Help customers decide on the best cloud service models (IaaS, PaaS, SaaS) that meet business goals.
● Advised clients on the benefits, risks, and considerations for transitioning to the cloud.
● Prepared high-level overview cloud computing for clients.

Education

B.Ed in Social-Studies
BENUE STATE UNIVERSITY, BENUE STATE
2014

Skills

- Python
- Html
- CSS.
- Git
- GitHub
- Jira
- Confluence
- DevOps
- Terraform
- Visual Studio Code
- Cloud Computing: AWS
- Azure
- GCP. Operating systems: Unix/Linux: Ubuntu
- Windows. Office 365
- PowerPoint
- bitbucket

- bash
- Jenkins
- SQL
- Excel.
- Communicative skills
- Interpersonal skills
- Customer service skills
- Proactive listening skills
- Troubleshooting skills
- Adaptability
- Team-oriented
- Analytical skills
- Problem-solving skills.

Links

https://www.linkedin.com/in/john-catherine-73638aab

Certifications and Licenses

AWS Certification