

Louisa Nwogu

CUSTOMER ENGINEER/TECHNICIAN - NCR

Lindenwold, NJ - Email me on Indeed: indeed.com/r/Louisa-Nwogu/2706bd9d5e20f788

Seeking a position in a challenging and stimulating company/Organization that will utilize my previous experiences and also expose me to new ideas and technology as to enable my growth in becoming a long term valued asset to the company.

Authorized to work in the US for any employer

WORK EXPERIENCE

CUSTOMER ENGINEER/TECHNICIAN

NCR - November 2015 to December 2015

- Analyze customer hardware technical problems and ensure they are resolved.
- Troubleshoot thin clients at customer locations and replace parts when needed.
- Trouble shoot, configure, upgrade, maintain customers POS, IBM, NCR registers, printers, cabling and self checkouts to resolve issues and replace parts when needed and ensure set goals are achieved each day.
- Process, manage assigned parts for repairs and ensure daily reports are processed and sent as at when due.

BUSINESS MANAGER

DEFAR INTERNATIONAL SERVICES (ABUJA) - August 2013 to February 2015

DUTIES:

- * Direct and manage project developments from beginning to end
- * Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders
- * Proactively manage changes in project scope, identify potential crises, and devise contingency plans

PROJECT CO-ORDINATOR

FOUNDATION FOR YOUTH DEVELOPMENT (ABUJA) - June 2011 to September 2012

DUTIES:

- * Build, develop, and grow business relationships vital to the success of a project.
- * Develop, design and deliver business proposals, required documentation, and presentations on Power point.
- * Discover and explore potential business opportunities
- * Develop negotiating strategies by studying integration of new ventures with company strategies and operations: examine risk potentials in every business deal
- * Protect organisations value by keeping information confidential
- * Screen potential business deals by analysing market strategies, deal requirement potentials, and financials
- * Direct and manage project development from beginning to end
- * Proactively manage changes in project scope, identify potential crises, and devise contingency plans
- * Organising meetings between the company and clients
- * Coach, mentor, motivate and supervise team members, contractors and influence them to take positive action and accountability for their assigned work.
- * Prepare complex travel itinerary

IT OFFICER (NYSC)

OPIC (Ogun State Property and Investment Cooperation) - February 2010 to February 2011

DUTIES:

- * Collection and Input of data into the system
- * Preparations of Manuals for meeting
- * Developing of minutes from meetings and reports

CLIENT SERVICE PERSONNEL

Software Research Vendors - Lagos - June 2009 to January 2010

DUTIES:

- * Managed Information and data between the company and the Client
- * Prepare and deliver Power Point presentations to Clients
- * Research of solutions to prospective Clients
- * Helping customers to resolve their queries.
- * Update any requests made by the customers into the system

EDUCATION**B.Sc in Computer Science**

University of Nigeria - Nsukka

2002 to 2007

SKILLS

Microsoft Office (10+ years)

CERTIFICATIONS**A+ Certified**

May 2016 to Present

Network+

June 2016 to Present

ADDITIONAL INFORMATION**SKILLS:**

Strong analytical skills, Good time management, ability to provide leadership, teamwork and build positive relationship with people from different cultures. Excellent communication skills and proficiency in Microsoft Office applications.