

Udeh Michael Ikechukwu

CONTACT

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CERTIFICATIONS

- IBM Data Science orientation badge - (2023)
- FAA Data Science Certification - (2022)
- Jobberman Soft Skill, Jobberman - (2021)

SOFT SKILLS

- Excellent communication skill (verbal and written)
- Time Management Skill
- Empathy
- Attention to Detail
- Problem-solving Skill
- Adaptability
- Inter-personal Skill

AWARDS

- Selfless Service and Contribution to Commencement of Interest Based Groups- LOVENETWORK GLOBAL (LNG) - 2022

SUMMARY

A Customer support personnel with over 4 years of experience, with a strong understanding of customer service principle and best practices, excellent communication skill, detail-oriented, and efficient with the ability to multi-task and prioritize tasks effectively with a proven track record of providing exceptional support to customers, via chat, email and phone. While establishing and maintaining empathically positive relationships with customers and stakeholders. I keep a strong sense of professionalism while resolving customers issues accurately, also comfortable using variety of software and tools to manage customer interactions and track customer data.

TOOL STACK

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google Sheet, Google Docs, Forms and Google Spread Sheet
- Jupyter Notebook (Python for Data Science)

EDUCATION

Computer Science BSc. - National Open University Nigeria (NOUN) In View - 2021

EXPERIENCE

DATA HEAD AND CUSTOMER SUPPORT

FIXR - Gbagada, Lagos - Nigeria (2022-2023)

- Handling customers repair request, resolving customers financial backlogs, complains and validating invoices while providing technical support to customers
- Revised and Validated Clients data, staff reports and company database
- Identified and Interpreted trends in complex data sets
- Managed financial records and compiled quarterly reports

CUSTOMER SUPPORT AND FLEET MANAGER

DriveCare Logistics and Services -Yaba, Lagos - Nigeria (2019 - 2021)

- Worked closely with clients both home and in the diaspora to handle request, process reports and resolve complaints
- Oversaw clients fleet investments, filed client's insurance claims and Managed fleet drivers which led to a 20% profit increase in 8months
- Interview and Recruitment of 30 drivers to meet client's specific request