

JIDEOBI, CHUKWUNADINDU CHEBEM

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State: Enugu.

L.G.A: Ezeagu.

Date of birth: 20th October 1992

Profile

Result-driven, motivated and passionate about digital technology and customer service expertise that help business grow their client base and keep them satisfied. I have over 3 year' experience combining management and developing dynamic web app that appeal to end users.

Education

**Enugu State University of Science and Technology, (ESUT).
(2010-2015)**

2.2 Bachelors in Computer and Electronics Engineering

Soft Skills

- Customer service expertise.
- Ability to communicate effectively in technical and business languages across board.
- System Analyst.
- Being accountable has given me the opportunity to find solutions to Problems faster.
- By working with diverse teams, I have learnt to be more approachable, being patient, how to clearly articulate my thoughts and respect that of others as well as the ability to approach every Problem with an open mind.
- Default/loss mitigation

Technical Skills

- | | | |
|-----------------------|------------------------------|---|
| ▪ CRM MS Dynamics 365 | ▪ HTML5 / CSS / SASS | ▪ React.js |
| ▪ SQL/MYSQL | ▪ UI Design / BOOSTRAP | ▪ JavaScript |
| ▪ Git | ▪ Proficient in PHP | ▪ Proficient in MS word/excel/power point |
| ▪ Networks/Servers | ▪ AWS and Azure Cloud. | |
| ▪ Node.js | ▪ Huawei OWS Cloud computing | ▪ API/Jamstack |

Courses/ Projects

- Design of TO-DO app where users can login and enter their schedule and to-do list and developing of real estate website
- Customer care training on Udemy.com.
- Design of multiple ecommerce website for businesses
- Freelance website design, graphics design.
- Design Thinking - Designing for the End-Users
- Advanced JavaScript Concepts.
- Tech support.
- And many more...

Experience (Promoted To) Huawei Nigeria Tool Automation and Support Function. June 2020 – Till date

Role/Accomplishment:

- Software development (App. Orchestration) using Huawei OWS cloud computing technology.
- Resolving technical issues of Huawei tool automation and interacting with Huawei customers and partners all over the world.
- Taking ownership of customer issues reported and seeing problem through resolution
- Understand and set issue priority based upon urgency and business impact.
- Create detailed technical documentation defining product theory of operation and technical specification.
- Using stacks like JavaScript and TQL (Top Query Language) to automate functions and auto trigger business logics.
- Generating and improving process flowchart (Process Orchestration).
- Promoting cyber security by keeping customer information confidential.

Huawei Regional Network Operation center Lagos (RNOC) Airtel project. Mar 2019- May 2020
Front Desk customer Service

Role/Accomplishment:

- Answering phone calls throughout the day relating to customer or site Engineers on technical issues on Airtel sites across Nigeria.
- Building relationship with our customers and site Engineers by providing top notch customer service.
- Periodically using different monitoring tools to detect and analyze current outages or technical issues at site.
- Escalating and updating the field maintenance Engineers (FME) on the current outages at site and assist on deployment strategy and change management.
- Logging ticket using Huawei customer service tools.
- Attending to customer or (FME) requests and complains.
- Resolving of service level agreement (SLA) tickets and assigning necessary task to Huawei partners.
- Providing my superiors and subordinates with updates about on going project.

Kierian Technology (Web App./software development)

Jul 2018- Feb 2019

UI design and Customer service care.

Role/Accomplishment:

- Work productively with the developer team to understand requirements and specifications needed for the ongoing web app. Project.
- Manage company's websites, social media platform and assets Data base as well as technical support.
- Recommended solution within customer's budget and proactively Followed up with all lead
- Ensured customers were satisfied with every part of the flooring experience from initial greeting through order completion.

- Listen attentively to caller needs to ensure a positive customer experience.

Bosinock Technology (Renewable Energy)

Customer service and Engineering Support Jul 2017 - May 2018

Role/Accomplishment:

- Assisted and addressed any concerned, inquires and requests customers may have.
- Installation of solar panels and backup batteries.
- Monitored new hires when the opportunity arises.
- Installation of Remote Management systems (RMS)
- Screened and handled email and telephone communications, escalating issues per guideline criteria.
- Ensure call resolution in a timely manner.
- Data collection and analysis.