
CHINONYE UKACHUKWU

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Summary

Dedicated IT Analyst with knack for critical research and troubleshooting to contribute to maintaining system viability. Offers flexible assistance to IT Manager to support technology customization, installation and problematic fixes. Organized approach to support detailed inventory and performance assessment. Superb collaboration with IT team members to support hardware and software maintenance and service delivery.

Skills

- Client rapport
- Business services support
- Report creation
- Customer retention
- Critical thinking
- People skills
- Problem resolution
- Computer configurations
- System upgrades
- Troubleshooting and analysis
- Preventive maintenance
- Microsoft Office Suites
- Programming
- Team collaboration
- Software management
- Communication
- Leadership

Experience

CLIENT SERVICES INTERN | 09/2018 to Current

Revelation Properties - Lagos

- Provided information on client relationships and projects to major stakeholders.
- Scheduled clients for appointments to meet all needs promptly.
- Delivered high level of service to clients in effort to build upon relationships for future.
- Updated clients on consistent basis regarding projects and answered questions quickly and with knowledgeable support.
- Scheduled clients and managed client exits by ensuring all current and future needs were met.
- Assessed monthly reports to review client activity and identify opportunities.
- Discussed available program services with potential participants and outlined procedures to facilitate smooth engagement in program processes.
- Communicated with clients to determine property needs and budget constraints.
- Took prospective clients on property tours, answered questions and addressed concerns.
- Conferred closely with clients to understand needs and financial means related to planned property purchases.
- Counseled customers on market current status for residential and land markets.
- Liaised between sellers and buyers for profitable and efficient sales.
- Arranged and oversaw property closings, including document signings and funds disbursement.

- Provided client guidance regarding market conditions, mortgage options and legal requirements.
- Promoted active listings through social media marketing, open houses and newsletters.

COMPUTER MAINTENANCE INTERN | 05/2016 to 11/2016

Hotspot Nigeria Limited - Lagos

- Upgraded laptops/desktops, improving speed and performance.
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Configured computers to network drivers and connected to printers and other peripheral equipment.
- Installed, configured, and setup PCs in all stores for optimal operation and reporting.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Reviewed current hardware and software configurations and recommended modifications to increase system speed.
- Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Lent technical support, consulting and implementation services to maintain system performance thresholds.

Education and Training

B. Tech in Information Management Technology (Federal University of Technology, Owerri, Imo State) (Second Class Honours Upper Division)

SSCE (Saint Michael's Model College, Okunola, Egbeda, Lagos State)

Primary School Leaving Certificate (Saint Michael's Model Nursery and Primary School, Okunola, Egbeda, Lagos State.)

References

References -

Victor Chukwuemeka Aniche (PMP) CEO/Executive Vice Chairman Pristina Property Dev. Co. Ltd Plot 10c Bosun Adekoya Street, Off Oniru New Market Road, Oniru, Victoria Island Lagos
08083132954

Interests

Interest and activities ,

Research

Programming