**NWAGWU, CHIJIOKE**

**32b Oregun Road, Ikeja, Lagos.**

**08037664940,**

[**wyhzest@gmail.com**](mailto:wyhzest@gmail.com)

Customer care representative with over 5 years of experience in providing Samsung Mobile users with technical support and offering customer education via telephone conversation, face-to-face interaction, email and chat on the Samsung Members application. Over this period, I have been proven to be invaluable to the companies I have worked with by conducting trainings for newly employed technicians, level 1 agents and Samsung sales representatives besides my other job roles. I aim to serve my gifts and also develop my capacity when given the opportunity to expand my capabilities in your company.

**PROFESSIONAL EXPERIENCE**

**CONSOL LIMITED**

Level 2 Customer Care Specialist (SAMSUNG HHP)

* I respond to error reports, questions and suggestions of Samsung Mobile users via the Samsung Members application.
* I escalate the necessary cases to the research and design team to assist them make the necessary corrections and to be proactive in future design methods.
* I create and upload tips, news and notices to customers via the Samsung Members application.
* I provide technical support to the Samsung ngservice (email handlers) of which my official mail is blind copied.
* Get customer call transfer when a case is beyond the scope of the level 1 agents.
* Call back customers for cases pended to me by the level 1 agents.
* Conduct weekly technical training for the level 1 agents.
* On the go support to the level 1 agents
* I follow up with cases automatically flagged as risky registered with Samsung authorised services centres all over West Africa to enable Samsung take proactive measures in ensuring customer’s satisfaction.
* Technical training of the Samsung sales representative on new innovations.

**CELLULAR SERVICE LOGISTICS**

SAMSUNG HHP TECHNICIAN

* Software and Hardware repair of Samsung mobile phones and tablets.
* IMEI rewriting on new main boards.
* Customer education on proper phone usage.
* Handling of special cases like “repeat repair” and multiple parts usage cases.
* I support to set up new service centre locations and training of newly employed technicians.
* Among the top ten Samsung Technicians in West Africa 2014. Certified Samsung HHP technician for the expert level.

**EDUCATION**

AUCHI POLYTECHNIC

ELECTRICAL/ELECTRONICS ENGINEERING (TELECOMS)

* HND: Lower Credits
* OND: Upper Credits.

ADDITIONAL SKILLS/QUALITIES

* Experienced with Microsoft Office- Word, Excel, Power Point.
* Eager and fast to learn which has given me some level of dynamism and diligence.