


JUDETHADDEUS IHEM NWAGWU

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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Experience

- Concentrix** 2023 - Date
Customers service specialist
Receiving inbound calls from customers via calls, chat and mails.
Attending to customers query onflight related issues .
- WIFI.COM.NG LAGOS NIGERIA (TIZETI)** 2016 - 2021
FEILD SERVICE TEAM LEADER
 - ✓ Practical knowledge of ISP
 - ✓ Higher diploma in Electrical electronic engineering with major in Telecom.(polytechnic).
 - ✓ Practical knowledge of LAN and network services (DHCP, DNS).
 - ✓ Good knowledge of cable crimping cat4 .
 - ✓ Advance knowledge of English in speech and writing (prove of IELTS).
 - ✓ Ability to face challenges and adapt.
 - ✓ I was responsible for organizing trainings inhouse for my department .
 - ✓ Experience in feild service related activities, like re-running of cable, crimping, configuration of routers and radios , experience in panning of radios for signals .
- NEPA/(PHCN) POWER HOLDING COMPANY OF NIGERIA** 2013 - 2016
ELECTRICAL ELECTRONICS ENGINEER
 - ✓ practical knowledge of turbines plants, hydro, thermal and solar .
 - ✓ Worked in instrument and control department.
 - ✓ worked with (PC,M) Protection metering and control.
 - ✓ Worked with Refrigeration and Air-conditioning department.
 - ✓. Worked in communication department.
 - ✓ Worked with mechanical department, FD fans , boilers and maintainece of mechanical components in the turbine engine.
 - ✓. Advance knowledge of trouble shooting of electrical device.
 - ✓ I conducting tests, troubleshooting issues, and ensuring compliance with safety standards.(I am a HSE professional with certification).
 - ✓ I have also work on projects involving power generation, distribution, or electronic devices, in collaboration with other engineers and professionals to achieve project goals.
- Macquintus Nigerian limited .** 2011 - 2013
Front desk engineer and customer support

- ✓ package and taking customers order as indicated .
- ✓ maintenance and troubleshooting of computers system.
- ✓ Sales of computer accessories .
- ✓ Configurations of computer systems for customers.
- ✓ Assisting customers on the best kind of computer systems to purchase .

- **PHCN** 2008 - 2009
Electrical Engineering
✓ Industrial attachment for One year with all the Engineering departments in power holding company of Nigerian.

Education

- **UNIVERSITY OF SZCZECIN,POLAND .** 2021-2024
ECONOMICS AND IT APPLICATION
4.15
- **INSTITUTE OF MANAGEMENT AND TECHNOLOGY,ENUGU, NIGERIA** 2010
ELECTRICAL AND ELECTRONICS ENGINEERING
3.14/4.00

Skills

- Am tasked with the responsibility for providing technical assistance to customers or clients who are experiencing issues with software, hardware, or other computer-related products. 1.Technical expertise 2.Problem-solving skills 3.Communication skills 4.Customer service skills 5.Attention to detail 6.Time management skills
- Microsoft office proficiency, word ,PowerPoint, social media, Good listener and communicator , good team work,problem Solver, Proficiency in Google drive , google document. CRM, good knowledge of customers data and Organizing interaction logs, hard ware and soft ware maintenance, good underiof handling ticket and priority. Ability to work alone and can withstand pressure. I consent to the following clauses "I consent to the processing of my personal data, including in the job offer for the purpose of recruitment for the above mention position in accordance with the registration of the European Parliament and the Council (EU)2016/679 of 27 April 2016 on the protection of individuals with regards to the processing of personal data and the free movement of such data and repealing Directives 95/46/EC"
- ✓ Ability to pay attention to details , examples emails , calls and chat . ✓ Good time management. ✓ ability to work under pressure ✓ experience in soft skills ✓ Good and fast typing skills . ✓ Advance knowledge of customers satisfaction.
- An instructor in early Rise Academy, ✓ Remote tutorial teacher for Teens and Adults . ✓ Monitoring the learning progress of students . ✓ providing extra support for students in areas required and proven years of experience.

Projects

- **Next Gen.**
✓ Exceeding the Teams KPI installation in one month .
✓ Providing backup power solutions to four cities and more .
✓ Maintaining Solar system across all four cities for customer consumption.
- **EXPANSION OF WIFI.COM.NG TO OTHER PARTS OF NIGERIAN AND TO GHANA**
✓ we installed Solar power solutions for four cities in the country Nigeria.

✓. I and my team designed a backup power system that could provide reliable and continuous power to these critical systems. Which includes selecting and installing a generator, designing a transfer switch to automatically switch the building's electrical load from the utility grid to the generator, and ensuring that all necessary electrical connections were made.

Personal Details

- Nationality : NIGERIAN
- Gender : MALE