

UDEME EKO

IT SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

Innovative IT Support Specialist with a gift for understanding the needs of both business and home users. Proven skill in resolving problems quickly on the first call. Strong written and oral communication skills. Enthusiastic team player ready to contribute to company's success.

WORK EXPERIENCE

Peachville Platinum Limited

IT Support | June 2022 - Current | Abuja, Nigeria

- Respond to faults in networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Manage WordPress website(www.peachplatinum.com) and all social media handles of the company to promote visibility and increase sales.
- Manage Cpanel and create new webmail for new employees for easier communication.
- Manage fiber optics users using UISP and Ufiber OLT to ensure uninterrupted internet service available to over 200 houses in the estate.

Rixari Skincare Laser & Spa

Customer Service Representative | Jan 2022 - May 2022 | Abuja Nigeria

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Responded to customer requests for products, services, and company information.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Followed up with customers about resolved issues to maintain high standards of customer service.

Oasis Management Company

Client Support Specialist (Internship) | June 2017 - Dec 2017 | Abuja, Nigeria

- Responded to clients on all our communication channels, (support@stampduty.gov.ng) to resolve problems, improve operations and provide exceptional service.
- Followed up with the Corporate Affairs Commission (CAC) to resolve company registration issues for clients.
- Raised Stamp Duty assessment for taxpayers using Integrated Stamp Duty (ISDS) web portal (www.stampduty.gov.ng).
- Followed up with payment gateways (Remitta and NIBSS) for resolution of stamp duty payment issues for customers.

TECHNICAL SKILLS

- ✓ Software Development
- ✓ UI/ UX
- ✓ Graphics Design
- ✓ Live Chat, Email & Phone call handling
- ✓ IT Specialist

PERSONAL SKILLS

- ✓ Communication
- ✓ Customer Service
- ✓ Good Decision Making
- ✓ Complaint Resolution
- ✓ Teamwork Organization

EDUCATION

Information Management Technology
Federal University of Technology, Owerri (FUTO) | 2013 - 2018