

Joshua Ihwen

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PROFESSIONAL SUMMARY

I am a highly driven computer science graduate, a software engineer, a hardware engineers, a customer relation expert, and an administrator. I am seeking for a position in your organization to make an impact in the world through your organization with my skills.

WORK EXPERIENCE

Backend Operation Executive **12/2022-Present**
Ntel Nigeria

- Ensure all escalated complaints are treated or further escalated within SLA
- Ensure all interactions are logged and capture correctly on CRM with necessary follow up
- Ensure close looping is done on all escalated tickets
- Managing own time and productivity effectively to meet service level requirement

Customer relation Expert/IT consultant **08/2020-12/2022**
Grolatech Finance- Lagos, Nigeria

- Monitor accounts daily Process payments and refunds
- Identify outstanding account receivables
- Investigate historical data for debts and bills And Resolve billing issues
- Take actions to encourage timely payments
- Resolve customer credit issues and Contact clients and discuss their overdue payments.

Customer relation Expert **03/2019-08/2020**
Newedge- Lagos, Nigeria

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General Secretary **03/2018-03/2019**
Nigeria Christian Corpers' Fellowship- Lagos

- Keep data of over seventy members of the organization.
- Management and maintenance of the organization's system and printer.
- Coordinate the day-to-day activities of the fellowship
- Serve as a correspondent to the fellowship

IT Consultant
Federal Ministry of Agricultural and Rural Development. Abuja

09/2017-01/2018

- System maintenance.
- Software and hardware repair and maintenance.
- Wired and wireless network maintenance and management.
- Software troubleshooting, installation and maintenance
- Website management and maintenance.

EDUCATION

B.Tech-Computer Science
Federal University Of technology-Minna, Niger state

02/2018

PROFESSIONAL LANGUAGES

HTML
CSS
JAVA SCRIPT
Word
PowerPoint
Excel
Git & GitHub

PROFESSIONAL TOOLS

Visual Studio
Bracket
Dreamweaver
Notepad ++
System tool kits

REFEREES

On request