

Victor Uyoh

Lagos

victorenohuyoh7_7jd@indeedemail.com

08078020136

Dedicated system support staff with extensive experience providing first class service within CRM management, network management and customer related issues. consistently exceeding expectations through a dedicated work ethic and passion for resolving problems. B.Eng qualified computer engineer working meticulously and methodically to optimize performance and functionality of computer and customer related issues. analytically minded, seeking innovative solutions to diverse computer issues for reliable, compliant technical engineering services.

Work Experience

SYSTEMS SUPPORT SPECIALIST

INTERCONTINENTAL DISTILLERS LIMITED- IKEJA - LAGOS, NG

July 2019 to June 2020

Assisted online users via live chat, web conference and phone to resolve software and hardware related issues.

- > Managing of company CRM (customer relationship management) data base.
- > Handling of ESS (Employee self-service) for the company
- > Executed various techniques, including periodic backups to maintain servers and systems on monthly basis, keeping network fully operational during peak periods.
- > Processed over a thousand support requests received over CRM for technical assistance on wide range of issues related to software, hardware and customer related issues.
- > Assisted various business groups with document organization and dissemination during acquisition.
- > Supported marketing and sales in improving operations and resolving issues to deliver top notch service.
- > Supported chief operating officer with daily operational functions.
- > Created boardroom multimedia presentations including video and text-synced depositions for enhanced understanding.

Education

B.ENG in COMPUTER ENGINEERING

UNIVERSITY OF UYO - UYO, AKWA IBOM STATE

June 2019

SSCE

MONEF HIGH SCHOOL- UYO AKWA IBOM STATE

July 2012

Skills

- Customer support needs assessment
- Skilled in TCP/IP and wan
- Exceptional telephone etiquette.
- Application support
- Hardware support.
- Staff education and training
- Technical issues analysis
- Data entry
- Sage expert
- Software diagnosis
- Desktop support
- Troubleshooting proficiency
- ESS expert
- Call center experience
- Application installations
- Customer service expert.