

Godspower Onyedili

Chat & Email Support Specialist

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Professional Summary

Driven specialist with experience providing technical support and customer service to end-users. Proven track record of efficiently troubleshooting hardware and software issues, developing user training materials and creating user documentation. Adept in driving user satisfaction and creating long-term relationships with customers. Possesses strong communication and analytical skills.

Experience

Chat & Email Support Representative

April 2022 to Present

Centria – Remote

- Supervised live chat sessions to ensure all questions were addressed swiftly and professionally.
- Built positive relationships with customers through engaging conversations.
- Efficiently handled multiple concurrent conversations in an organized manner.
- Demonstrated excellent communication skills when interacting with customers.
- Delivered outstanding customer service by promptly and accurately resolving customer inquiries.
- Used active listening techniques to effectively understand customer needs and offer suitable solutions.
- Kept up-to-date with product features and functions to assist customers more effectively.
- Followed established protocols when responding to customer queries and assistance requests.
- Provided timely and accurate support to customers via email, chat, and phone.
- Diagnosed and resolved technical issues related to email accounts, spam filters, and other email-related problems.
- Kept accurate records of customer interactions, transactions, and communication logs.
- Developed strategies to improve response times while maintaining quality standards.
- Recommended products and services to customers based on their needs and preferences.
- Assisted customers with account setup and navigating online resources.
- Compiled reports on customer interactions and feedback for management review.
- Regularly updated customers on the status of their requests.
- Created detailed customer profiles to deliver personalized service.
- Participated in team meetings to discuss current workloads and upcoming projects.
- Analyzed customer feedback to identify potential areas for improvement.
- Managed multiple tasks simultaneously, meeting tight deadlines without compromising accuracy.

- Documented all processes related to customer contact according to standard operating procedures.
- Maintained high customer satisfaction by providing friendly and helpful support. □
Acquired thorough knowledge of company products and services.

IT Support Specialist

July 2020 to April 2022

Verizon – Remote

- Configured and maintained computer systems, including desktops, laptops, printers, mobile devices, and network equipment.
- Handled customer complaints and escalated issues according to procedures.
- Configured and tested new hardware and software.
- Performed regular maintenance tasks such as virus scans, disk cleanups, patch installations, and system backups.
- Provided technical advice to colleagues regarding installation procedures or troubleshooting techniques.
- Provided technical support to customers, troubleshooting hardware and software issues both remotely and on-site.
- Set up Active Directory and Exchange accounts for new users and groups.
- Troubleshoot device-specific issues, network performance problems, and internet connectivity issues.
- Responded promptly to service issues and requests through help desk software.
- Installed operating systems and applications, including Microsoft Office products.
- Created user accounts, managed passwords, and implemented access control policies.
- Supported a full range of network hardware and operating systems for the customer base.
- Resolved customer complaints promptly by providing efficient solutions to complex problems.
- Maintained accurate documentation of all IT-related incidents for future reference.
- Troubleshoot networking issues such as IP address conflicts and DNS server settings.
- Managed inventory of IT assets, including desktops, laptops, and peripherals.
- Conducted training sessions for end users on new software or hardware components.
- Recorded IT problems encountered and developed optimal solutions.
- Researched new technologies to enhance existing IT processes or streamline operations.
- Diagnosed system performance issues using tools like Performance Monitor and Task Manager.
- Provided hands-on support for IT project implementations.
- Delivered support for internet service and connectivity-related issues involving operating system, PC, and browser configuration.
- Analyzed system logs to identify potential issues with computers and networks.
- Investigated root causes of reported faults using diagnostic utilities like Event Viewer and Sysinternals Suite.
- Monitored server health using tools like Nagios and SolarWinds Orion.
- Developed scripts to automate routine IT tasks such as software deployments and patching processes.

- Prioritized workload to maximize customer satisfaction and efficiency

Education

Houston Community College

Associate Degree (Expected graduation year: 2026)

Skills

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| • Online Chat Support | • Follow-up skills |
| • CRM Software | • Complaint Handling |
| • Performance Monitoring | • Technical Proficiency |
| • Technical Documentation | • Computer Literacy |
| • Active Listening | • Task Prioritization |
| • Time Management | • Customer Service |
| • Attention to Detail | • Application support |
| • Typing Speed | • Operating system management |
| • Mobile Device Management | • Mobile Device Repair |
| • Disaster Recovery Planning | • Problem Solving |
| • System Configuration | • Wireless Networking |
| • Configuration Management | • System enhancement |
| • Microsoft Office Suite | • Email Etiquette |
| • Technical Troubleshooting | • Microsoft PowerPoint |
| • Multitasking | • Critical Thinking |
| • Customer Needs Assessment | • Basic Knowledge of AI concepts |