

# Ifeanyichukwu Anibeze

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4696059639

Snellville, GA

## Certificates

CompTIA Security +

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## Experience

### Technical Support Representative

TTEC • Duluth, GA

10/2022 - 02/2024

- Tier 2 home appliance and electronics technical support for Hisense USA
- Handled daily tickets with NSA ticketing system, from Hisense customers, troubleshooting various issues
- Made calls to customers to schedule service appointments with technicians and also provide over the phone technical support
- Made use of SAP to ensure accurate part order processing to customers

### Call Center Customer Service Representative

VoiceNation • Duluth, GA

10/2020 - 08/2022

- Handled an average of 200 inbound calls per day, engaging with customers and transferring them to the appropriate department or client, in a friendly, courteous, and professional manner
- Responded to a large number of calls related to product and service inquiries, medical and law office appointments, technical support, sales, warranty claims, and more.

### IT Support Specialist

VoiceNation • Duluth, GA

10/2019 - 10/2020

- Resolved daily tickets in a timely manner using **ServiceNow** ticketing system
- Managed over 200 users and their permissions in active directory
- Performed system back-ups, upgrades, recovery, and management of disk space.
- Answered phone calls and offered help to remote employees with Microsoft Remote Assistance for technical issues
- Provided support to non-technical internal users through desk side support services.
- Updated software like firewalls and antivirus to safeguard against security flaws.
- Explained security measures in simple terminology to help users understand malware and phishing threats.

### Student Helpdesk support

Georgia Gwinnett College • Lawrenceville, Georgia

01/2017 - 06/2019

- Assisted students with setting up school accounts, passwords and emails.
  - Managed daily tickets from students and staff and fixed network/hardware issues including Wifi routers, LAN cables, computers, printers and projectors.
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## Education

### Associate Degree: Cybersecurity

Georgia Gwinnett College • Lawrenceville, Georgia

12/2022

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**Skills**

Customer service, Cybersecurity, IT Support, IAM (Identity & Access Management)