



# AUGUSTINE NDUBUOKWU

Dallas, TX 75228

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## SUMMARY

Friendly Technical Support Representative keen to help customers maximize product impact and usability. Amiably replies to all customer queries and consistently resolves client issues. Committed to improving user satisfaction numbers and supporting return patronage across all supported products.

## SKILLS

- Technical Support
- Slack
- Equipment repair
- CRM Software
- Zendesk
- Trouble shooting
- Optix
- Live chat
- Troubleshooting
- Shipping & receiving
- Linux

## EXPERIENCE

**Technical Support Specialist** / Verizon Tech support - Dallas, TX

11/2024 - 08/2025

- Handling customer technical support cases through Optix support platform
- Updating the company website with tech tips and brief documents
- Evaluating system potential through assessing compatibility of new programs with existing programs
- Improving existing programs by evaluating objectives and specifications, reviewing proposed changes and making recommendations
- Maintaining system functionality by testing computer components
- Achieving computer stem objectives through collecting relevant data, identifying and evaluating options and suggesting a course of action
- Maintain client confidence by keeping their information confidential
- Preparing reference material for users by drafting operation instructions

**Leasing Consultant** / Centerville Pointe Apartments - Garland, TX

04/2021 - 09/2024

- Responding to potential tenant interest for rental properties in-person and via digital platforms
- Showing properties, answering questions and finalizing terms of leases
- Establishing tenant expectations for security deposits, procedures for rent and amenities that will be part of the lease
- Preparing potential tenant background checks, including reference letters, rental history, income verification and lease application
- Properly executing all terms of a lease and taking needed steps in the case of a defaulting tenant

**Front Desk Concierge - Part time** / Drake stone Apartment - Dallas, TX

03/2019 - 03/2021

- Greeted and welcomed guests in a professional and friendly manner, providing exceptional customer service
- Help residents create maintenance ticket on zendesk and make sure to send a notification to the maintenance technician

- Managed guest check-ins and check-outs efficiently, ensuring accuracy of information and timely processing
- Answered phone calls promptly, addressing inquiries and resolving issues to maintain high levels of guest satisfaction
- Assisted guests with special needs or requests by coordinating with other departments to ensure their comfort and satisfaction
- Making shift roster and acting concierge lead
- Resolved resident complaints or concerns promptly by listening attentively, empathizing with their situation, and taking appropriate action to resolve us the issue effectively

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**Laptop Repair Technician** / SMS InfoComm Corporation - Coppell, TX

06/2016 - 03/2019

- Set up hardware and install and configure software and drivers
- Maintain and repair technological equipment (e.g. routers) or peripheral devices
- Install well-functioning LAN/WAN and other networks and manage components (servers, IPs etc.)
- Manage security options and software in computers and networks to maintain privacy and protection from attacks
- Perform regular upgrades to ensure systems remain updated
- Troubleshoot system failures or bugs and provide solutions to restore functionality
- Arrange maintenance sessions to discover and mend inefficiencies
- Keep records of repairs and fixes for future reference
- Offer timely technical support and teach users how to utilize computers correctly

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**EDUCATION AND TRAINING**

**Data Science**

08/2025

TripleTen - Remote

**Mechanical Engineering Technology:** High school diploma or GED

09/2014

Federal Science and Technical College - Benin City

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**WEBSITES, PORTFOLIOS, PROFILES**

- <https://cdn01.alison-static.net/parchment-previews/1d1ceaf145810ddcbacca48206f59d65.jpg>

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**CERTIFICATIONS**

- Diploma in IT support, 06/01/25, Present
- Driver's License

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**PERSONAL INFORMATION**

Willing To Relocate: Anywhere