

# Chidiebere Samuel Nwaiwu

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39 Olorunfunmi Street, Oworoshoki, Lagos, Nigeria

## PROFESSIONAL SUMMARY

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Over the years, I have worked on various projects spanning across Business Analyst, Team Manager, Customer support, IT support, Operation Management, EMB ERP Customization, E-commerce operations, etc. wherein I achieved and demonstrated strong oral and written communication expertise, interpersonal team building skills, excellent business and customer support, organizational and multitasking ability. Am driven by the purpose and vision of an organization to achieving her desired goals thus improving my technical skill

## WORK EXPERIENCE

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### Business Systems Specialist

Feb 2019 - Mar 2025

Uptitek Limited • Hertfordshire, United Kingdom

- Confer with clients to identify and document requirements
- Analyze information systems processes, and propose customized solutions to improve performance and efficiency
- Design, develop, integrate, test and implement information systems business solutions
- Provide advice on information systems strategy, policy, management, security and service delivery
- Act as a liaison between the business units, technology teams and support teams
- Conduct tests to ensure the reliability, accuracy, and functionality of system changes and enhancements

### Customer Service Representative

Aug 2016 - Dec 2018

Treeco Enterprise Port Harcourt • Rivers, Nigeria

- Answer, in person or on the phone, enquiries from customers
- Investigate complaints regarding the establishment's goods, services and policies
- Arrange for refunds, exchange and credit for returned merchandise
- Receive account payments
- Receive credit and employment applications.
- Take customer orders for goods or services
- Promote goods or services
- Respond to enquiries and emergencies
- Investigate complaints and update accounts.
- Explain the type and cost of services offered
- Order services
- Provide information about claims or accounts
- Update accounts, initiate billing and process claim payments, and receive payment for services.
- Provide information to customers and the public concerning goods, services, schedules, rates, regulations and policies in response to telephone and in-person enquiries.

## EDUCATION

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### **Bachelor of Computer Science**

Rivers State University • Rivers, Nigeria

Nov 2011 - Aug 2016

### **West African Senior Secondary Certificate**

Methodist Boy's High School • Lagos, Nigeria

Oct 1998 - Jul 2004

## SKILLS

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- Proficient in ERP Software and their applications
- IT Support in ERP System
- Knowledgeable with HTML, JAVA, C++
- Software Testing and Debugging
- Proficient with Bitbucket, Jira, Tawk.to, Slack, Trello, Zoom, Teams, Confluence
- Proficient with Microsoft Office
- Project Management /Organization Skills
- Excellent Customer Service
- Excellent Communication
- Excellent Business Specialist
- Ability to think critically and analytically
- Problem-solving ability
- Teamwork and reliability
- Ability to work in a fast paced environment

## VOLUNTEER WORK

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### **Computer Instructor**

G24 Cyber Cafe, Port Harcourt • Rivers, Nigeria

Jan 2008 - Dec 2011

I volunteered to give free classes on Microsoft Applications such as Microsoft Word, Excel and PowerPoint to student who showed interest twice a week for 3 months upon which a certificate is issued to successful students with outstanding results. I volunteered to assist customers who need help whilst browsing the internet, help to download a file, locate the downloaded file, attach files and send emails. I also volunteered to help University students apply for their National Youth Service Corps (NYSC) as well help serving corp members fill basic information for clearance.

### **Support Worker**

St. Johns Anglican Church, Falomo, Ikoyi • Lagos, Nigeria

Jul 2004 - Dec 2007

I assisted the church in rendering aid such as distribution of food, clothes, antiseptic and medications to inmates of the Nigerian Correctional Services. I also was in charge of the stocks bought for the inmates as well keeping a head count of those who received our voluntary service was done every last Saturday of every month

## LANGUAGE

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English - Native