

BRIDGET OKONKWO
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Objective:

Dedicated and experienced tech support professional seeking a position in Windows 365 support to utilize my strong troubleshooting skills and extensive knowledge of Microsoft products to provide exceptional customer service and technical assistance.

Skills:

- Proficient in troubleshooting Windows 365 issues and providing technical support via phone, email, and chat
- Strong understanding of Microsoft Office 365 suite and its integration with Windows 365
- Excellent communication skills, both verbal and written, with a focus on customer satisfaction
- Ability to work independently and collaboratively in a fast-paced environment
- Familiarity with remote desktop tools and ticketing systems

Experience:

M365/Azure TechnicalSupport [Matdeb Technologies], April 2023-March 2024

- Provided technical support for Windows 365 users, diagnosing and resolving software and hardware issues
- Assisted customers with setup, configuration, and troubleshooting of Windows 365 applications and services
- Documented and tracked customer interactions and resolutions using ticketing system
- Collaborated with team members and escalated complex issues to higher-level support when necessary.

References:

Available upon request.