

SAINT-MICHAEL UCHE

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PROFESSIONAL SUMMARY

Adaptable and fast-learning Geography and Planning graduate with 8 months of professional experience in dispatch operations, customer support, mobile application troubleshooting, issue resolution, and daily operations coordination. Experienced in assisting users with technology-related issues, communicating clearly with customers and drivers, identifying problems, and escalating issues when necessary. Comfortable working in fast-paced environments and supporting users through digital platforms. Seeking to contribute to a technology-driven organisation while developing further experience in technical support, customer experience, and fintech operations.

CORE COMPETENCIES

- Technical Support & Troubleshooting
- Issue Resolution & Escalation
- Operations Coordination
- Microsoft Office
- Project Coordination
- Customer Support
- Mobile Application Support
- Problem Solving
- Digital Tools & Applications
- Written & Verbal Communication
- User Support
- Customer Communication
- Sales & Customer Relations
- Research & Data Gathering
- AI-Assisted Research & Workflow Tools

PROFESSIONAL EXPERIENCE

DISPATCH COORDINATOR (OPERATIONS SUPPORT)

Connex Transport | Lagos, Nigeria • October 2025 – July 2026

- Coordinated daily transportation operations between customers, drivers, and management.
- Communicated with customers and drivers to provide updates, resolve service issues, and maintain smooth operations.
- Monitored trips and followed up on operational issues until they were resolved.
- Assisted drivers experiencing technical issues with the company's mobile application.
- Provided step-by-step guidance to drivers experiencing difficulties using the application.
- Identified recurring or unresolved technical issues and escalated them to the appropriate team when necessary.
- Assisted users with navigating the application and understanding basic features and processes.
- Maintained clear communication with management regarding operational and technical issues.
- Worked within established procedures while supporting a Lagos-based operation for a US transportation company.

SALES REPRESENTATIVE & INVENTORY MANAGEMENT INTERN

E-Prints Solutions | Alimosho, Lagos • March 2023 – June 2023

- Assisted customers with product enquiries and sales-related requests.
- Supported daily sales activities and customer interactions.
- Assisted with inventory management and monitoring of available products.
- Maintained records relating to inventory and sales activities.
- Supported day-to-day business operations while developing experience in customer service and sales.

EDUCATION

BACHELOR OF SCIENCE (B.Sc.) IN GEOGRAPHY AND PLANNING

Abia State University, Uturu, Abia State • November 2019 – March 2024

TECHNICAL & PROFESSIONAL SKILLS

- Microsoft Word
- Mobile Application Support
- Report Writing
- AI-Assisted Research & Workflow Tools
- Microsoft Excel
- Digital Communication Tools
- Customer Service
- Project Coordination
- Microsoft PowerPoint
- Research & Information Gathering
- Sales Support