



Ifeanyichukwu Echebi

Network Manager

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Languages

English

About

With a proven track record at Kilburn Shop, I've mastered delivering exceptional customer service and achieving sales goals. Skilled in engaging customers, sharing product knowledge, and fostering a positive workplace, I thrive in fast-paced retail environments, adapting to various roles with ease.

BRANDS WORKED WITH

- Kilburn Shop
- IPI Powertech Nigeria
- Comenergy Managed Services Limited

Experience

- Retail Assistant**
Kilburn Shop | Mar 2024 - Now
 - Ensuring high levels of customer satisfaction by being knowledgeable on all products offered and teaming up with co-workers to provide excellent sales service
 - Maintaining personal and productivity goals
 - Attending to the till
 - Delivering sales, outstanding customer experience and operational expectations
 - Connects with every customer by asking open-ended questions to assess needs
 - Contributes to a positive and inclusive work environment
 - Ability to learn and share expertise of products and trends to fit customer needs.
- Network Shift Controller**
IPI Powertech Nigeria | Sep 2023 - Jan 2024
(ATC Nigeria NOC) Telecommunication
 - Surveillance
 - Prompt escalation of incidents to field teams and other stakeholders involved
 - Monitoring and follow up on escalation to ensure service restoration
 - Monitoring of network element using the Space NOC tools and Sales-force in generating query tickets
 - Attention to details
 - To provide support to service users in a group and individual basis
 - To effectively work and communicate with colleague as part of a team
 - To take on the role of shift co-ordinator when required.
- NOC Operator**
Comenergy Managed Services Limited | Nov 2018 - Aug 2023
(ATC Nigeria NOC) Telecommunication
 - Shift co-ordinator
 - Efficient management of customer complaints and escalations through phone calls, sending and responding to mails and also on social media.
 - Monitoring and managing network alarm events event service outages and performance deterioration of network.
 - Attend to emergency faults and ensure that all faults are rectified in accordance with SLA.
 - Maintain a sound working relationship between the network operations and all associated parties, within the company and external.

Education & Training

- 2024 - 2025 ● **Middlesex University**
MA International business Management, International Business Management

2009 - 2014

● **Enugu State University of Science and Technology**

B. Agric. Animal/Fisheries Science Management, Animal/Fisheries Science and Management