

AKPEKPE OWHIONE JOY

🎓 Computer Science | ☎: 08039506582 | ✉: akpekpejoy@gmail.com

PROFILE

Adaptable and dependable digital professional with over 6 years of hands-on experience in ICT coordination, online systems management, and digital support. Skilled in data entry, IT training, system troubleshooting, and remote collaboration. Known for strong organizational skills, attention to detail, and the ability to quickly master new tools and platforms.

KEY SKILLS

- ✓ Data Entry & Digital Administration
- ✓ Learning Management Systems (LMS) Support
- ✓ Document & File Management
- ✓ Web Content Updates & Basic DNS Handling
- ✓ Microsoft Office Suite (Word, Excel, PowerPoint)
- ✓ Google Workspace (Docs, Sheets, Drive)
- ✓ Canva, Basic HTML/CSS and JavaScript

PROFESSIONAL EXPERIENCE

AG MARKETING

Customer retention officer

Florida, USA (Remote) Oct 2024- Date

- Actively contact clients to address problems and enhance their experience.
- Respond professionally and sympathetically to grievances or requests for cancellation.
- Keep an eye on consumer involvement and behaviour to spot chances for retention.
- Establish solid bonds with clients to promote trust and loyalty.

CALL EXPERT

Customer Service Representative

Missouri, USA (Remote) Dec 2022-Oct 2024

- Started and carried out cold calls to interact with potential customers.
- Manages between 150 and 200 incoming and outgoing calls
- Performing real-time transfers to certified advisors.
- Offered clients professional support and in-depth product and service knowledge.

PANAFRIC INTERNATIONAL SCHOOL

ICT Coordinator

September 2021 – 2022

- Train teachers on how to integrate ICT into teaching.
- Manage school databases, website, and learning management systems (LMS).
- Oversee the school's computer systems, internet connectivity, and digital infrastructure.
- Backup school data and maintain security protocols.

ICT Teacher

September 2020 - 2021

- Designed a result template that reduced parental clarifications by 80%
- Taught ICT to JSS1–SS2 students with custom lesson plans
- Created learning materials and monitored academic progress
- Configured wireless connectivity for lab PCs and printers
- Provided peer support and upskilled staff in Microsoft Office use

DBDSL-NETWORK LIMITED - Web & IT Support

February 2019 – Dec 2020

- Delivered mock-up designs and collaborated with clients for web solutions
- Redesigned 5+ websites, increasing retention by 15%
- Created promotional banners and flyers that boosted traffic by 30%
- Used Canva and design tools to accelerate content creation timelines
- Managed updates, patches, and DNS configurations for client systems.

ANTRAX NIGERIA LIMITED – Public Relations & IT Liaison

April 2011 – Sept 2018

- Coordinated project planning and client support
- Improved project delivery efficiency by 75%
- Negotiated improved scheduling terms with clients
- Became superuser of several internal systems through hands-on learning

UBA Insurance (Industrial Training) - Front Desk Support

Oct 2006 – Jan 2007

- Managed scheduling and client follow-ups
- Helped rework shift system, reducing non-productive time by 38%
- Achieved 95% customer satisfaction rating via service improvement

EDUCATION

- Bachelor of Science, Computer Science, Benson Idahosa University, Benin- City, Edo State, Nigeria. 2002 – 2006

CERTIFICATIONS & TRAINING

- Cyber security (In Progress) June 2024 till date
- Diploma in Java Enterprise Application Development 2022
- Microsoft Certified Professional (MCP) 2010

References available on request.