

Annette Akinola

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A diligent individual with an amplitude of adaptable skills, receptive to innovation, and interest in self-learning technology (Python, HTML, JavaScript, UX Design). I am well-versed in tools from my MSc Responsible Data Science and LLB Law Degree and motivated to expand my skillset and knowledge within Technology while strengthen my existing law skills to gain practical, commercialised experience and challenges.

EDUCATION

University of Birmingham – MSc Responsible Data Science 2021 – 2022
An industry-led interdisciplinary course focusing on data science and law.

Modules include: Data Science Project, Regulating Technologies, Algorithms for Data Science, Programming & Dissertation: Conflicts against AI and policing – who suffers and who gains?

De Montfort University – LLB (Hons) Law, Human Rights & Social Justice – 2:1 2018 - 2021

Certifications: Google UX Design (Coursera), Cyber Security & Secure Programming Course & Harvard CS50 for Lawyers

SKILLS

Technical Skills: Python, UX Design, SQL, Jira, HTML, CSS, JavaScript, Figma, Microsoft Word & PowerPoint

WORK EXPERIENCE

Accenture, London June 2022 – July 2022
Responsible Data Science Intern

- Collaboration with Backer McKenzie, Allen & Overy, Fieldfisher, Norton Rose Fullbright, Lewis Silkin & Accenture legal technology teams
- Critiqued various case studies including blockchain, EU AI Act and GDPR and proposed presentations to senior leaders in Accenture
- Co-ordinated presentations about various legal issues and, learned about associate responsibilities in divisions such as IP, M&A, Government Relations, and Advertisement

Cleo, London September 2021 – June 2022
Customer Success Champion

- Reviewing alongside the Product Operations Team to help build helpful insights from customers feedback to enhance the artificial intelligence behind Cleo robot
- Collaborated alongside teammates globally to provide on-demand support for various support offerings via Intercom
- Provided frontline support for our customers globally which resulted in a 232% increased performance by thoroughly reviewing customers issues

- Also increased adherence from 80 to 84 resulting in a 105% adherence performance which increased CSAT scores as conversations were answered within 5 minutes of first response

Live Nation Entertainment, London
Privacy Officer

May 2021 – September 2021

- Controlled intake queues daily for both North American and International fan rights requests into corresponding fan rights categories including, access, erasure, and unsubscribe
- Processed subject access requests, erasure responses for fans according to California Consumer Privacy Act laws
- Responded to fan rights requests on Zendesk for Intl requests and One Trust for North American requests
- Kept up to date with current GDPR and, CCPA laws and regulations to ensure privacy requests are completed within the SLA given
- Designed excel spreadsheets to monitor increases and, decreases of fan right requests weekly

Designit, Dublin
Azure Global Communications Manager

February 2021 – May 2021

- Managed the Microsoft Azure Twitter account of over 77k followers, assisting customers with technical queries via Sprinklr and working closely with the Triage team to ensure efficient communication with customers outside of direct tweets
- Liaised with engineers during outages/downtimes via conference calls to develop concise, simple communication to notify customers
- Partnered across various cross-functional teams such as the Product Ops & Data Team and key stakeholders to ensure we provided optimal customer support
- Adhered to SLAs and other guidelines when communicating via Twitter with an ART (average response time) of 2.46mins answering 97.17% (103 tweets) under 5 minutes

Sky, Dublin
Service Advisor

September 2020 – February 2021

- Performed as first point of contact for all client queries and issues, understanding when to escalate where necessary
- Handled inbound calls and emails daily, with duties including upgrading and downgrading current packages, retrieving customer data, and representing relevant product information
- Supervised contact between customers and outsourcing partners for both broadband and television visits
- Increased productivity by 11.18% from 60% (86.12% for productivity and 76.5% Open RTA) by revamping new multi-tasking techniques to restructure customers' journeys

Microsoft, London
Accelerator Work Experience

July 2020 – July 2020

- Implemented HoloLens 2, a Microsoft product, to identify symptoms of darker skins to tackle the implicit bias and bridge racial disparities within healthcare
- Prepared presentation, communication, and teamwork skills to deliver a project brief to Microsoft senior leaders