

Eniola C. Akintokunbo, Junior Software Developer

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| LINKS | <a href="#">LinkedIn</a> , <a href="#">GitHub</a> , <a href="#">Portfolio</a> |
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| PROFILE | Dedicated and goal-oriented software engineer with few months of valuable experience in full-stack web development. Proficient in a wide range of technologies and frameworks, specializing in front-end development using HTML, CSS, JavaScript, AJAX, and jQuery, with a strong foundation in back-end development using Python, React JSX, and the Flask framework. Talented at designing and implementing scalable, user-friendly, and robust web applications, consistently delivering high-quality solutions that meet or exceed client expectations. |
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| SKILLS  |                              |
| Front-End Development: HTML, CSS, JavaScript, AJAX, jQuery, React JSX | Cross-Browser Compatibility  |
| Back-End Development: Python (Flask)                                  | Version Control (Git/GitHub) |
| Web Development Frameworks: React, Flask                              | Responsive Web Design        |
| User Interface (UI) and User Experience (UX) Design                   | RESTful API Development      |
| Problem-Solving and Troubleshooting                                   |                              |

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| EMPLOYMENT HISTORY  |  |
| Jun 2023 — Dec 2023 | <div>Software Engineer   Moat AcademyLagos</div> <ul style="list-style-type: none"><li>Designed and developed a survey application called <b>Flow</b> using HTML, CSS, JAVASCRIPT, JQUERY, AJAX on the frontend and python on the backend.</li><li>Utilize HTML, CSS, JavaScript, AJAX, jQuery, Python, React JSX, and Flask to create scalable and user-friendly solutions.</li><li>Work closely with clients to understand their requirements and expectations for web development projects.</li><li>Design and develop web applications from concept to implementation, combining both front-end and back-end technologies.</li><li>Gather and analyze client specifications, provide technical insights, and ensure the development aligns with client goals.</li><li>Ensure the quality and functionality of web applications through rigorous testing and debugging processes.</li><li>Conduct thorough testing, identify, and address bugs, and implement solutions to enhance the overall performance of applications.</li><li>Optimize the scalability and performance of web applications to ensure efficient and responsive user experiences.</li></ul> |
| Apr 2021 — Jun 2023 | <div>Compliance, Marshal, and Relationship Officer   ShuttlersLagos</div> <ul style="list-style-type: none"><li>Monitored, followed-up and escalated cases to meet customer response commitments.</li><li>Monitored issues carefully and reached out to customers to provide immediate resolution and maintain satisfaction.</li><li>Educated clients on available technological tools, enabling development and implementation of solutions to achieve personal financial goals.</li><li>Reviewed and analyzed client support usage and communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products.</li><li>formulated recommendations in collaboration with developer teams.</li></ul>  |
| May 2019 — May 2021 | <div>Customer Support Specialist   Upwork Inc   FreelanceLagos</div> <ul style="list-style-type: none"><li>Field customer inquiries through various channels such as phone calls, emails, chat, or social media. Provide prompt, accurate, and helpful responses to address customer questions and concerns.</li><li>Identify and resolve customer problems or complaints efficiently and effectively.</li><li>Develop a deep understanding of the company's products or services to offer informed assistance to customers.</li></ul>   |

- Educate customers on how to use the product or service effectively, guiding them through processes, and offering tips to maximize their experience.
- Maintain detailed records of customer interactions and issues in a CRM (Customer Relationship Management) system. Document common problems and solutions for future reference.
- Maintain clear and courteous communication with customers, ensuring they feel valued and heard. Communicate with empathy and patience, even in challenging situations.
- Manage a workload of customer inquiries efficiently, prioritizing urgent matters while ensuring all customers receive timely responses.

Feb 2020 — Jan 2021

Customer Support Representative | Global Laser

Lagos

- Supported customer questions and issues by gathering data, analyzing needs, evaluating possible resolutions, and implementing best solutions.
- Contributed ideas and practical solutions to support process improvement efforts.
- Documented customer interactions in computer system and assisted cross-functionally with billing and technical support to deliver high-quality customer service.
- Participated in ongoing training to learn new products and enhance skills to optimize customer support delivery.
- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.

EDUCATION

Jan 2020 — December 2023

Information Technology, National Open University Lagos State

Lagos

LANGUAGES

English

Highly proficient.