

Eniola C. Akintokunbo, Junior Software Developer

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LINKS	LinkedIn , GitHub , Portfolio
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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	

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

- 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.