

# Esther Obieme

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## OBJECTIVES

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Dedicated and organized Canadian Student pursuing a Bachelor of Commerce, with a foundation in IT Database Administration and strong problem-solving and adaptability skills. Seeking an opportunity to apply my expertise while contributing to a welcoming and efficient environment.

## EDUCATION

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### Bachelor of Commerce in Information Technology

January 2025 – Present

*York University, Keele Campus*

Toronto, Ontario.

### IT Database Administration

September 2022 – June 2024

*Nova Scotia Community College (NSCC), IT Campus*

Halifax, Nova Scotia.

## SKILLS

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- **Administrative Skills:** Customer Service, Call Center, Data Entry, Advanced Computer System Operation.
- **Technical Proficiency:** Office 365 (Word, Excel, PowerPoint, Outlook), Database Administration Tools.
- **Soft Skills:** Communication, Adaptability, Attention to Detail, Problem-Solving, and Multitasking Skills, Time Management.

## WORK EXPERIENCE

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### Alliance Income Services

Vaughan, Ontario

*Customer Service Representative (CSR)*

Feb 2025 – Present

- Engage small and medium businesses to assess their group insurance needs and provide tailored solutions.
- Analyzed and manage incoming leads, building strong client relationships through phone and email communication.

### Tim Horton's

Bedford, Nova Scotia

*Crew Member*

September 2023 – February 2024

- Delivered prompt and friendly service while managing customer inquiries and concerns.
- Prepared and Served food and beverages, ensuring fast and accurate customer service.
- Assisted in stock replenishment, conducted inventory checks and ensured workspace cleanliness.

## INTERNSHIP EXPERIENCE

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### Truverus Inc

*IT Database Reporting Intern*

**Halifax, Nova Scotia**

**April 2024 – August 2024**

- Analyzed and Cleaned Historical Data using Python and SQL Programming Language.
- Analyzed Data and Designed Database Schema on MySQL Server.
- Collaborated with team members to enhance data integrity and reliability leading to Data Movement.

### Tribe Network

*Tech Developer Intern*

**Halifax, Nova Scotia**

**July 2024 – August 2024**

- Analyzed company business model and gathered data requirements from platform wireframe.
- Designed and Created Database based on data relationship analysis.
- Initiated no-code builder for company platform, setting up basic connections between database and platform.

## VOLUNTEER

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### March of Dimes Canada

*Tech Support Volunteer*

**Remote, Canada**

**May 2024 – December 2024**

- Provided remote tech support to client, enhancing their confidence in using digital tools.
- Demonstrated strong communication and empathy while addressing technology-related inquiries.