

# FORTUNE CHINENYEM-ARIBIDO

## Software Developer and Customer Support Specialist

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### 👤 PROFILE

I'm a customer-centric software developer and customer support specialist, leveraging technology to create logical and innovative solutions to complex problems.

### 🎓 EDUCATION

**B.Tech Water Resources, Aquaculture and Fisheries Technology,**  
Federal University of Technology, Minna

**Career Certificate in Frontend Development and FullStack Development,**  
InnKeeper Academy  
Lagos, Nigeria

### 🧠 SKILLS

#### Skills

Leadership (Organisational and Personal), Team work, Empathy, Interpersonal skills, Collaboration, Effective Communication, Problem Solving and innovation, Task management.

### 💼 PROFESSIONAL EXPERIENCE

#### **Zenkleus Limited, Head, Technical Support**

November 2023 – present | Lagos, Nigeria

- School Management System  
[www.skoolbod.com](http://www.skoolbod.com)
- User Acceptance Testing
- Stakeholder Management
- Training (Virtual and physical)
- Issues Resolution
- Problem Management
- Technical Support
- Report Writing
- Data Management
- Project Management

#### **Elan Africa, Software Development Intern** 2022 – 2023

- Interfaced with client to provide solutions especially for their marketing needs
- Migrated from a CMS to a code-base infrastructure to enhance efficiency, maintenance and scalability adhering to best practices in user experience and design principles.

#### **Flinicap, Frontend Development Intern / Technical Support Specialist**

January 2023 – May 2023 | Lagos, Nigeria

- Collaborated on building a white label crypto exchange application like a shopify of crypto where clients get their standard exchanges within 5minutes.
- Providing support to clients on how the application is to be used.

#### **Itex Integrated Services, Customer Experience Management Officer**

November 2021 – April 2022 | Lagos, Nigeria

- Resolved client concerns, complaints, and issues promptly and effectively, escalating complex matters to appropriate departments when necessary.

## PROJECTS

<https://www.flinicap.app/>,  
Whitelabel Crypto & Gift Card Exchange for You  
January 2023 – May 2023