







Francisca Chinonye Nwakile

Software Analyst

-  frannienwakile@gmail.com
-  +372 54690029
-  Eastern European Timezone
-  francisca-nwakile-358b5816a
-  Frannie-cpu
-  Resume PDF

EDUCATION

MSc in E-governance Technologies and Services

Tallinn University of Technology
2021 - 2023

BSc in Information Management Technology

Bristol University
2007 - 2011

LANGUAGES

English (Native)

CAREER PROFILE

I am a highly motivated Software Analyst and Customer Experience Specialist with a passion for the use of technology to simplify processes for Customers. I have developed, Problem-solving skills, Analytical skills, Communication, Customer Support, and Leadership skills throughout my career in the Financial Services, IT, and FMCG industries. I am looking to leverage my Customer service experience and my analytical skills to ensure well-structured business processes.

EXPERIENCES

Software Analyst Trainee

May 2022 - July

KUEHNE + NAGEL IT SERVICE CENTRE

- Collect research data to produce Business ideas and prioritize Product Features that can give optimum User value.
- Analyze User personas and pain points to empathize in setting System requirements and User Stories.
- Analyze Warehouse Management System Software functionalities by breaking into Epics, and User stories on JIRA while managing Product backlog prioritization.
- Model Software Product processes and User activities with the use of the UML tool, Lucidchart.
- Analyze System Entities, System Attributes, and their relationship throughout the system using Entity-Relationship Diagram (ERD) and organizing database schemas using MySQL.

Product Marketer/Customer Experience Specialist

March 2019 - February 2021

OAK GROUP OF COMPANIES LTD.

- Led monthly product awareness/activation campaign projects and held interviews with stakeholders and Customers to capture major needs.
- On-boarded new Customers, provided product supply and account management support to 20+ key B2B Accounts, and extended support to their customers while ensuring Customer Satisfaction and Retention.
- Collaboratively restructured (GTM) go-to-market strategy with Product and Sales Team to communicate product value to customer's customer- which increased monthly Product demand by 50%.
- Collaboratively analyzed and redesigned the Product distribution process, which increased sales and supply flow by 30%.

Contact Center Specialist

February 2018 - March 2019

DIAMOND BANK PLC.

- Collaborated with back-end IT team to analyze customer pain points with e-channels and improve the Business process which reduced inbound call queues and improved online self-service options by 15%.
- Monitored e-banking platforms to resolve Customer card payment issues, ensure secure online transactions and optimum User experience.
- Resolved customer complaints, requests, and enquires on bank products, services, and e-channel (Mobile Banking, Internet Banking, Mobile Money), via e-mails, inbound and outbound calls.
- Met daily target of 90 inbound calls within 4 minutes AHT (Average Handle Time) per call, while using CRM tool (Microsoft Dynamics 365) to manage customer interaction logs for real-time case resolutions and follow-up to customer needs; with the practical use of core banking software applications like Flex-cube, CR2, Credit Card FIMI, and TWCMS.

Computer Help Desk Intern

December 2016 - November 2017

NYSC/HENRICH GLOBAL CONCEPT LTD.

- Handled documentation for customers' requests, support, complaints, and inquiries on products and services and direct them to appropriate IT personnel.
- Handled stock taking and inventory management for all available Computer Hardware and Software products.
- Assisted the internal IT support and maintenance staff to provide sales support, and maintenance support, including procedural documentation and relevant report presentations.



SKILLS & PROFICIENCY

Communication skills



Microsoft office



Microsoft Dynamics 365 CRM



Jira and Confluence



Databases and SQL

