DAJAKPOME GRACE

WEB DEVELOPER/UI/UX DESIGNER/CUSTOMER SERVICE REPRESENTATIVE

About Me

A motivated and dedicated individual seeking for opportunities in the dynamic and ever-evolving tech field. As a dedicated learner with a background in customer service and ongoing experience in Tech, Eager to merge my Leadership skills, Strong communication and problem-solving skills from the customer service sector with a growing passion for technology. Proficient in tools like Social media,MS word, VSCode, Sublime, Figma, Abode XD and Canva with a strong command of HTML, CSS, PHP, C and JavaScript. My Proven adaptability, quick learning, and passionate about creating visually appealing and user-friendly digital experiences.Seeking opportunities to further refine and apply my skills in a collaborative and innovative work environment grow professionally in the area of customer service and technology.

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🏠 ikeja,Lagos State.Nigeria

LINKS

- LinkedIn
- Github

EXPERTISE

- Management Skills
- UI/UX Designs,figma,Canva
- Creativity
- Web designs
- Critical Thinking
- Leadership
- Good communuication skills

EDUCATION

LINAR SCHOOL OF MEDAI & ICT.
Lagos,Nigeria.
B.tech June-Oct 2023

NATIONAL YOUTH SERVICE CORPS (NYSC)
Osogbo,Osun State
June 2019-June 2020

LAGOS STATE UNIVERSITY
BSc Botanical Science
2:1 Upper Division
Jan 2015-May 2019

ANOINTED GATE HIGH SCHOOL (SSCE)
Sept 2012- MAY/JUN WASSCE2014
Examination Number: 4252392029
English-c4
Mathematics-A1
Biology-B3
Chemistry-A1
Physics-c5

EXPERIENCE

ASSITANT TUTOR AT LINAR SCHOOL OF MEDIA & ICT
JAN 2024-TILL DATE

- Work closely with lead Tutors to understand course objectives and learning outcomes.
- Assist in planning and organizing the class content.
- Actively participate in training sessions and orientation to understand the school's teaching methods and curriculum.
- Shadow experienced tutors to gain insights into effective teaching techniques.
- Provide assistance to students during classes,Collaborate with peers to answer student questions and address concerns.

PHIBIAN CONSULTING FIRM   -   SEPT, 2023-DEC, 2023

- Building and maintaining strong relationships with client organizations.
- Sourcing, screening, and interviewing candidates.
- Participate in regular team meetings to provide updates on progress and discuss challenges.
- Evaluating candidate qualifications and conducting thorough assessments and interview.
- Serving as the primary point of contact for client interactions.

UI UX DESIGNER - CYBERSAFE FOUNDATION, UK AID(OFFSITE)   JULY, 2023-OCT, 2023(4MOS)

- Attend UI/UX design training sessions organized by Cybersafe Foundation to enhance skills and understanding.
- Actively engage in ongoing learning opportunities to stay abreast of UI/UX design trends, tools using figma.
- Apply foundational design principles, such as color theory, typography, and layout, in practical design exercises and projects.methodologies.
- Work closely with mentors or senior designers within Cybersafe Foundation to receive guidance, feedback, and real-world insights.

WEB DEVELOPMENT AT LINAR SCHOOL OF MEDIA & ICT(ONSITE)LAGOS
June 2023 - Oct 2023 (5mos)
TRAINEE

- Attend classes regularly and punctually.
- Complete any assigned readings or pre-class activities related to HTML, CSS, JavaScript, and PHP.
- Actively participate in hands-on coding exercises during class sessions.
- Practice coding outside of class to reinforce my understanding.
- Complete homework assignments and projects on time.
- Seek feedback from instructors to improve my coding skills.
- Conduct classes for the junior classes

ONLINE RETAIL/CUSTOMER SUCCESS AT NACK APPAREL   FEB 2023 - MAY 2023 (3MOS)

Retail, Fashion & FMCG|Customer Service & Support

- Present and promote the company products with my negotiating skills
- Establish, manage and build CRM with customers
- Receive and send orders via website and social media ·Send for requisition and restock
- Keep records of inventory
- Get feedback from customers and relate it with management
- Update and managing the company's website

WEB DESIGNS-INTERNSHIP - CODSOFT TECH   NOV, 2023-DEC, 2023

- Stay updated on emerging technologies and industry trends to contribute fresh ideas to the team.
- Collaborate with graphic designers and other team members to create visually appealing interfaces.
- Participate in regular team meetings to provide updates on progress and discuss challenges.
- Follow best practices and coding standards to maintain a high level of code quality.
- Adhere to project timelines and deadlines for timely deliverables.

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SOFTWARE ENGINEERING AT ALX AFRICA SCHOLARSHIP(OFFSITE)   JULY 2023 - CURRENT

- i had access to online high-quality educational programs and courses in areas such as programming languages (Python, C, Shell, JavaScript) or other relevant fields.
- Learning from experienced and knowledgeable instructors who bring real-world insights to the classroom.
- Engaging in hands-on, project-based learning to apply theoretical knowledge to real-world scenarios
- peer learning session with peers

Web development at Linar School of Media & ICT(Onsite)Lagos
June 2023 - Oct 2023 (5mos)

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BESTFIN NIGERIA LIMITED SEPT, 2021-FEB, 2023

Customer Service Teamlead

- Provides Day-to-Day work to the group
- ·Provides review of team productivity
- Use telephones to reach out to customers and verify account information.
- ·Assist with placement of orders, refunds or exchanges.
- ·Work with customer service manager to ensure proper customer service is being delivered.
- ·Ensuring team goals are aligned to business strategy and goals
- ·Provides excellent monitoring of collection staffs
- ·Ensures staffs meets/beats daily collection goals.

CUSTODIAN INSURANCE COMPANY JAN. 2022-DEC 2022

Risk management and Advisor

- · Meeting with clients.
- · Offering specialized financial guidance and advice
- · Creating and explaining customized plans
- · Analyzing client's risk
- Preparing risk management and insurance budget

POINT OF SALES (C.E.O) MARCH 2022 TILL DATE

- Withdraw, Send and Receive of funds from Customers using the POS terminal

FAIR MONEY MICROFINANCE BANK AUG. 2020 – SEPT. 2021

Collection/Account officer

- Liaison officer between the company and customer
- Managed large amount of in/out-bound calls pertaining to loan recovery
- Performed successful collections on past due loans
- Met Personal/Team targets daily

SKILLS SUMMARY

HTML	78 %	PHP	60%	
CSS	81 %	JAVASCRIPT	53%	
FIGMA	72%	CANVA	90%	
POWERPOINT	90%	EXCEL	90%	

REFRENCES

Mr Olajide Isreal

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Manager

Mr Ebenezer

Nack Apparel

Tel: 07033853646

Head of Dept, Operations Head .