

# Helen Alabi

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<https://github.com/HelenAlabi>

## CAREER PROFILE

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Highly dedicated and self-motivated professional with a proven background in tele-relation management recently transitioned into a Software Engineering role. Proficient in HTML, CSS, JavaScript, Typescript, and React with strong communication, problem-solving, and analytical thinking skills.

## PROJECTS/ ACHIEVEMENTS / AWARDS

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- Collaborated with a team of seven to build a Rock Paper Scissors web game using HTML to structure, CSS to style, and JavaScript to make it interactive. <https://syntax-project.vercel.app/>
- A Personal Disney Website Project built with React <https://disney-project2.vercel.app/>
- A Personal Task Management App built with Typescript <https://todo-app-checked.vercel.app/>
- **CFC Letter of Commendation** – Awarded by the Management of UBA for exceptional service delivery and regaining the trust of a dissatisfied customer (2022).

## WORK EXPERIENCE

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**Software Engineering Trainee, SAIL Innovation Lab, Lagos, Nigeria** Nov 2023 – Present

- Created and structured webpages using HTML.
- Designed and styled webpages with CSS, ensuring responsive layouts for various devices.
- Developed dynamic and interactive features using JavaScript.
- Implemented TypeScript for type-safe code and enhanced maintainability.
- Built robust web applications using React, improving user experience and performance.

**Customer Experience Expert, United Bank for Africa, Lagos, Nigeria** Feb 2021 – Sept 2022

- Manage a large amount of incoming calls.
- Handle customer complaints, by probing effectively to provide appropriate solutions and alternatives within the time limits and follow-up to ensure the resolution

## LEADERSHIP EXPERIENCE

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**Lead Tele-Relation Officer, United Bank for Africa, Lagos, Nigeria** Sept 2022 – 2023

- Delegating tasks to team members
- Developing and implementing a timeline to achieve targets
- Empower team members with skills to improve their confidence, product knowledge, and communication skills.

## EDUCATION

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- **Bestower International University, Seme-Podji, Benin Republic**  
Program: Bachelor of Accounting 2022
- **Lagos State Polytechnic, Isolo, Lagos**  
Program: Higher Diploma in Accounting 2019

## SKILLS

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- HTML
- CSS
- JavaScript
- Typescript
- React
- Relationship Management
- Time Management
- Problem-Solving
- Attention to Details