Helen Alabi

• Lagos, Nigeria

• 08035386937

• helenalabi64@gmail.com

• https://www.linkedin.com/in/helen-alabi64

Career Profile

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.

Skills

- HTML
- CSS
- JavaScript
- Typescript
- React

- Relationship Management
- Time Management
- Problem-Solving
- Attention to Details

Work Experience

Software Engineering Trainee, SAIL Innovation Lab, Lagos, Nigeria
(November 2023 to Date)

Achievements and responsibilities:

- 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.
- Built a calculation with HTML, CSS, and JavaScript.
- Created a Task Management page with Typescript.

Lead Tele-Relation Officer, United Bank for Africa, Lagos, Nigeria
(September 2022 – April 2023)

Achievements and responsibilities:

- 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.

Customer Experience Expert, United Bank for Africa, Lagos, Nigeria
(February 2021 – September 2022)

Achievements and responsibilities:

- 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 resolution.

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Education

Bestower International University, Seme-Podji, Benin Republic.
2022, BSc Accounting

Lagos State Polytechnic, Isolo, Lagos.
2019, HND in Accounting

Training

E-Merge Software Development Training 2023