

# AGORYE JESSICA

Phone: (+234)09063885307

[agoryejessical@gmail.com](mailto:agoryejessical@gmail.com)

Mailing Address

Lagos, State 100001

## EDUCATION

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**Gold Tech Computer School**

Web Design

**BSC**

Houdegbe North American University

BSC Computer Science.

**High School Diploma**

Mercy Model College

**Primary School**

A&T Nursery and Primary School

## SKILLS

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- HTML
- CSS
- CSS Framework(Tailwind)
- JavaScript
- React.js
- Version Control (Git)

## **WORK EXPERIENCE**

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### **FRONT-END DEVELOPER JUNE 2023 – TILL DATE**

- Successfully contributed to the category design and implementation of user interfaces on the BitsHub website.
- Demonstrate problem-solving skills by identifying and resolving issues within the frontend codebase.
- Actively participate in collaborative code reviews to enhance code quality.
- Contribute to the testing and quality assurance processes, efficiently identifying and resolving bugs and issues on the BitsHub website.

### **FREELANCE WRITER. AUGUST 2022 – TILL DATE**

- Research tech-related topics and trends.
- Created over 20 easily understandable content from complex concepts to present to both technical and non-technical individuals.

### **EDUKOYA, CUSTOMER SERVICE ASSOCIATE. FEBRUARY 2022 – AUGUST 2022**

- Implemented a system that enables parents to conduct tutor interviews through Google Meet and choose their preferred tutor, streamlining the process of sharing tutor profiles exclusively via email.

- Established a system in which tutors and tutees initially meet through Google Meet to evaluate the tutor's communication with the tutee before commencing full tutoring sessions.
- Conducted more 60 cold calls to clients whom I had met at a fun day event, providing service consultations, and achieved a conversion rate of 20%.
- Responded to more than 60 messages daily and conducted follow-ups on customer interactions via phone, email, and chat platforms daily.
- Documented and categorized user issues for implementing effective service and solutions using Zendesk.

**ACE EDU AND TRAVEL CONSULT, CUSTOMER SERVICE REPRESENTATIVE  
YABA, LAGOS STATE. NOVEMBER 2019 – JANUARY 2022**

- Managed an average of 30 calls daily, meeting targets which include: selling plans, managing customer accounts and resolving queries
- Negotiate and manage agreements with approximately 50 clients weekly, resulting in a conversion rate of 15% of the weekly target.

**PREMIERE CITY TUTORS, IKEJA, LAGOS STATE. CUSTOMER  
RELATIONSHIP MANAGER AND CONTENT CREATOR MARCH 2019-JULY  
2019**

- Managed an average of 50 calls daily, introduced customers to current and new programs and services, resolved queries.

- Served as an intermediary between parents and tutors in conflicts, and proposed solutions to resolve the issues.
- Create and publish 10 posts on company's social media pages weekly.

**STYLE RAVE (PART TIME), CONTENT CREATOR. STYLERAIVE.COM JULY 2017 – MAY 2019**

- Created, Edited, and Published 5 Articles weekly.
- Reviewed approximately 10 external writers' Articles before publishing.
- Researched and gathered data for content development.

**PREPCLASS TUTORS, CUSTOMER RELATIONSHIP MANAGER. ALAGOMEJI, SABO, LAGOS STATE. JULY 2017- JULY 2018**

- Managed a daily base of accounts to contact at least 50 following up on tutor/tutee progress, attending to complains, painting tutor and tutee etc.
- Trained 2 team members and monitored activities to maintain the quality of services and enhance the effectiveness of offered solutions.
- Worked with company's (Platform) software to track customers status.
- Identified systemic issues and Managed customers' complaints by creating a group chat to engage clients and tutors which solved the issue of miss communication and disagreement.

**SECRETARY / ADMINISTRATIVE ASSISTANT, DOYIN AWOYALE & CO. SEPTEMBER 2016 – APRIL 2017.**

- Provided variety of administrative support duties to the Managing Partner.
- Organized and set up meetings.
- Handled administrative tasks, such as filing, typing, and generating reports
- Ordered and oversaw office supplies such as paper, ink, etc.
- Took dictation, transcribed notes, and distributed meeting minutes.

## **PUBLICATIONS**

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### ***Article***

Jessica Agorye, "Best Online Payment Gateways" Verpex Blog, November 22, 2022.

<https://verpex.com/blog/ecommerce-woocommerce-hosting/best-online-payment-gateways>

## **COMMUNITY SERVICE**

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### **The Stellar Initiative**

[Volunteer], [Lagos], 2022

## **LANGUAGES**

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**English:** Native Language

## **HOBBIES**

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- Reading
- Writing
- Hiking

## **REFERENCE**

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**Upon Request**