

SHAKIRAT LAWAL

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PROFESSIONAL SUMMARY

Shakirat is a meticulous web developer with a year of front end experience and passion for responsive website design and a firm believer in the mobile-first approach, W3C certified.

WORK HISTORY

STERLING BANK - FRONT-END DEVELOPER

Lagos

03/2022 - Current

- Creating responsive websites and user friendly applications for clients use.
- Manage website development projects from initial design to completion, optimizing all cross-browser and multi-platform compatibility.
- Work closely with programmers and clients to meet project requirements, goals and desired functionality.
- Conduct training for clients on handling website content management systems.
- Enhance user experience and accomplish webpage/software objectives by creating site structure, navigation, page optimization and graphics integration.

STERLING BANK - CUSTOMER EXPERIENCE SERVICE MANAGER KANO.

2017-2022

- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes and followed up to achieve resolution.
- Supervised daily operations and sales functions to maximize revenue, customer satisfaction and employee productivity.
- Performed duties and provided service in accordance with established operating procedures and company policies.
- Organized daily workflow and assessed appropriate staffing to provide optimal service.
- Built client relationships by responding to inquiries.

SKILLS

- Solution selling
- Coaching and mentoring
- Results-oriented
- HTML5, CSS,
- JavaScript.
- Adobe Creative Suite.
- Microsoft Office Suite.
- Resilient
- DOM Manipulation
- UI/UX Assessment

EDUCATION

STERLING ACADEMY, Lagos

Frontend Web Development
08/2021

NLP, Lagos

Lagos

08/2022

Masterclass in Customer Experience Management.

Univeristy of Lagos

Lagos, Nigeria

07/2015

Master of Business Administration

Business Administration

University of Ilorin

Kwara, Nigeria

10/2010

Bachelor of Business Administration

Business Administration

CERTIFICATIONS

- Nigerian Institute of Management Certificate.
- ITIL Version 3 Certificate
- Emotional Intelligence Certificate
- Front-End development certificate.