# **JOYCE IDOWU**

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#### **SUMMARY**

- To gain confidence in the field of software development and be able to express my creative and innovative skills to build responsive applications that will be useful to the world at large.
- To use my interpersonal skills to achieve the goals of an organization that focuses on growth.

#### **EDUCATION**

Ladoke Akintola University - Oyo State, Nigeria

July 2019 - August 2021

BSc, Computer Science

#### **WORK EXPERIENCE**

## **Customer Care Representative**

April 2017 - Till Date

Guaranty Trust Bank - Ogbomoso, Nigeria

- Attended to customer's inquiries, requests, and complaints which resulted in higher customer satisfaction.
- Onboarded customers on internet banking and mobile applications for the more accessible and seamless consummation of transactions.

### **Customer Care Officer**

July 2016 - April 2017

Fidelity Pension Managers - Akure, Nigeria

- Tending to retirement savings account inquiries and requests making it much easier for senior customers to get their pension funds when due.
- Preparing and presenting the regional reports on Retirement savings accounts opened which helps the management keep track of RSA accounts.

## **Data Entry Personnel**

August 2014 - August 2015

Kogi State Polytechnic – Lokoja, Nigeria

- Collated and prepared students' scores and GPAs on an MS-excel spreadsheet
- Responsible for keeping and maintaining academic files and records for ease of retrieval

#### **RECENT ACTIVITIES**

## **ALX Virtual Assistant Programme**

December 2022

Learning Track: Virtual Assistant

### GET, Data Analysis Analysis Fellowship Cohort 2

**April 2022** 

Learning Track: Data Analytics.

## Women Techsters Bootcamp Cohort 4

December 2021

Learning Track: Sofware Development

#### **VOLUNTEER ACTIVITIES**

Intern, University Press Plc.

September 2010 - September 2011

Responsible for PC troubleshooting, hardware installations, Software installations, and maintenance.

**Tutor, Whales Computer Institute** 

2009

Coordinated and tutored an adult class of 20 students on Computer Application Packages.

### **SKILLS**

Web-Development Python Programing, Python Proficient in Google Space (HTML, CSS, JavaScript) Libraries (Numpy, pandas, google docs, google sheet, matplotlib) google slides, google forms)

### **INTERESTS**

Recreation (Work-outs)

Adventures

Entertainment

(movies, songs)

### **LANGUAGES**

Yoruba - Native English - Expert