JOYCE IDOWU

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OBJECTIVE

EDUCATION

| B.sc Computer Science Ladoke Akintola University Oyo State Nigeria

2019 - 2021

| National Diploma and Higher National Diploma. Computer Science. Federal Polytechnic Ado Ekiti, Nigeria.

2008-2014

PROFESSIONAL EXPERIENCE

JOB TITLE | Transaction Officer. Guaranty Trust Bank.

- Attending to customer's enquiries, requests and problem solving
- Scanning and uploading of customer's account opening packages
- Preparation of outstanding documentation list
- Issuance of Debit cards, Cheque books and hard-ware tokens
- Processing and treating dispense errors on ATM and POS terminals
- Enrollment and correction of Bank Verification Number (BVN).
- Enrolling customers on internet banking and bank's mobile app platform.

2017 to Present

JOB TITLE | Customer Care Officer. Fidelity Pension Managers.

- Tending to Retirement Savings account requests, enquiries and issues.
- Scanning and uploading Retirement Savings Account documents' for update.
- Collating and presenting regional reports on Retirement Savings Accounts opened.

2016 to 2017

JOB TITLE | Data Entry Personnel. *Kogi State Polytechnic Lokoja. Office Technology Management Department.*

Marking and grading exam scripts.

To secure a challenging position in a reputable organization, expand my learnings, knowledge, and skills.

A highly organized and energetic individual, driven with the determination to make a positive and remarkable impact to any organization I find myself via my line of career and with the willingness to learn new things.

To gain confidence in the field of web development and being able to express my innovative and creative skills to build responsive web applications that will be useful to the world at large.

To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

- Aid in maintenance of the department database.
- Recording students' scores in the database software and computing their grades.

JOB TITLE | Assistant Registrar. Kogi State Polytechnic Lokoja. Office Vocational Studies Department

- Organize and administer student's records.
- Collect, maintain and report students record i.e. registration data, fees payments.

2014 - 2015

JOB TITLE | Intern. University Press Plc.

- PC trouble shooting and repairs
- Hardware and Software installation and maintenance.

2010 - 2011

JOB TITLE | Tutor (Computer Application Packages). Whales Computer Institute.

- Organized tutorials and practice sessions on Word Processor, Spreadsheet Software, Database Software, Presentation Software and Graphic Software.
- Explained in-depth the difficult concept of Spreadsheet formulas to perform arithmetic operations, How to put to good use presentation software like Microsoft PowerPoint to make a creative and impressive presentations.
- Counselled students experiencing difficulties in the course.
- Graded Student tutorial participation, Assessment and Examination.

2009

INTERPERSONAL SKILLS

- Critical thinking and problem solving.
- Clear oral and written communication skills.
- Emotional Intelligence.
- Constructive feedback.
- Total devotion to tasks and responsibilities.
- Optimizing team work.
- Excellent in public speaking and presentation
- Socializing skills

HOBBIES

- Reading
- · Listening to music and singing
- Dancing
- Working out

TECHNICAL SKILLS

Word Processing, Presentation, Graphics Design.

Data Analysis

- Python
- Python Libraries
- Mode analytic toolss
- SQL

Software Front-end Developer:

- HTML
- CSS
- JavaScript
- React JS

MEMBERSHIP

- Member, National Agency for Food & Drug Administration and Control Community Development Service Group. (2014 - 2015)
- **Member**, Computer Professionals of Nigeria (2014 to Present)

RECENT ACTIVITIES

 A candidate of Women Techsters Boot Camp Cohort 4 Organized by Tech4Dev.com (December 2021)

Learning Track: Software Development.

 A candidate of GET Data Analysis Fellowship Cohort 2 Organized by Global Edge Technology (April 2022)

Learning Track: Data Analytics

LANGUAGE

Fluent in English (Spoken and Written)

REFERENCES

- Mr. Razaq Lawal
 Guaranty Trust Bank.
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- Dr. Akande Noah
 Ladoke Akintola University, Computer Science Department
 +2347039563773 <u>akande.noah@lmu.edu.ng</u>