

Marcel Okafor

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Ex Administrative Assistant Intern at Hubmart and a Computer Science and Financial Economics major with strong technical, research, and problem-solving skills. Proven experience in providing customer and technical support, with a focus on cybersecurity, database management, and web development.

EDUCATION

Bachelor of Science - Computer Science Major; Dean's List Winter 2024
Certificate in Economics - Monetary and Financial
University of Regina, Regina Saskatchewan.

May 2022 - Present

RELEVANT SKILLS AND ACCOMPLISHMENTS

Technical

- IT Help Desk Support
- Knowledge in Windows server operating systems.
- Versed in Software Development Lifecycle.
- Cyber Security Fundamentals (Pursuing Certifications).
- Proficient in MySQL and relational databases.

Computer

- Programming: C++, HTML/CSS, JavaScript, PHP, MySQL.
- Software: UML, Petri net and FSM.
- Operating system: Windows and Linux.
- Microsoft Office 365: Proficiency in Office applications (Word, Excel and Outlook).

Other Skills

- Excellent Written and Oral communication skills
- Ability to multitask and work independently and in a team.
- Excellent time management and organizational skills
- Strong written and verbal communication and interpersonal abilities.
- Excellent research and problem-solving skills.

Research and Project

Independent

- Library Management System, 2024: Developed a web-based system MySQL, PHP, JavaScript, and CSS. Implemented data validation process to ensure accuracy and completeness. [Project Link](#)
- Portfolio, 2023: Designed and developed a personal portfolio website using HTML, CSS and JavaScript. [Portfolio Link](#)

University of Regina

- Reddit Clone App, 2023: Contributed as a full stack developer, focusing on data integrity and quality assurance in an interactive Q&A website.

University of Saskatchewan

- Research Assistant, 2023: Collaborated to co-develop mental literacy resources, enhancing data collection methods and accessibility.

EXPERIENCE

Food and Beverage Server

Sept 2022 – present

Agave Mexican Grill, Regina SK

- Provided excellent service, receiving positive feedback for professionalism and attention to detail.
- Collaborated with team members to ensure smooth operations and timely delivery of orders.

Front-end Cashier

Aug 2022 – Feb 2023

Safeway, Regina SK

- Engaged with customers and promoted company offerings, contributing to an increase in satisfaction.
- Processed transactions accurately and efficiently.

Customer Service Representative

2019 – 2022

Hubmart, Lagos Nigeria

- Provided exceptional customer service and technical support, resolving over 300 support tickets with a 95% satisfaction rate.
- Utilized Microsoft Office tools for meticulous record-keeping and data management.
- Applied strong communication skills and product knowledge to resolve issues, ensuring a positive shopping experience and maintaining system integrity.

Administrative Assistant (Intern)

2018 – 2019

Hubmart, Lagos Nigeria

- Assisted in maintaining up-to-date documentation of all administrative activities, ensuring accuracy and attention to detail.
- Provided system administration support, including troubleshooting hardware, software, and network issues.

MEMBERSHIPS AND VOLUNTEER ACTIVITIES

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|---|----------------|
| • Member, International Information System Security Certification Consortium (ISC2) | 2024- present |
| • Member, Canada's Association of I.T. Professionals | 2024- present |
| • Member, Google Developer Club, University of Regina | 2022 - present |
| • Volunteer, Cultivators Tech Startups – Investor and Founder relations | 2023 |
| • Volunteer, University of Regina SLAC – Student advocate | 2022 |

REFERENCES

Akintola Abayomi

Professor of Economics, University of Regina

(306) 201-9380

abayomi.akintola@uregina.ca

Yetza Reyna

Senior Supervisor, Agave Mexican Grill Regina

(306) 510-728