

NAJAUN FRANCIS

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ABOUT ME

I am a hardworking and eager-to-learn university student pursuing a Bachelor of Education in Computer Science, I am seeking an opportunity that will allow me to gain hands-on experience. I have practical experience working from coursework based off real world applications. I also have practical experience working in Excel. I am passionate about developing my skills and ready to contribute to a professional team while continuing to learn and grow in the industry.

EDUCATION

UNIVERSITY OF TECHNOLOGY, JAMAICA
B.sc Computer Science

2023-2027

JAMAICA COLLEGE
Natural Sciences

2015-2019

EXCELCIOR COMMUNITY COLLEGE
Assoc

2019-2022

SKILLS

- Time Management
- Proficiency In excel
- Intermediate Python Knowledge
- Adaptability and Willingness to Learn
- Attention to Detail
- Knowledge of C

PRACTICAL EXPERIENCE

CUSTOMER CARE BANKER

NCB Jamaica — Oct 2021 – Mar 2022

- Leveraged technology to assist customers with account maintenance, documentation, and disputes using online banking.
- Pinpointed target segments, products, and centers of influence to lead new documentation development and client acquisition efforts.
- Advised consumers and small businesses to help select deposit accounts, loans, and other products and financial services.
- Greeted customers and built rapport to generate customer loyalty and meet service expectations.
- Met customer needs consistently with knowledgeable and fast service.
- Opened, closed, and updated accounts based on individual customer needs.

OPERATIONS MANAGER INTERN

Pinnacle Construction — Mar 2025 – Sep 2025

- Utilized multiple software programs for data entry, account management, document preparation, and reporting purposes.
- Utilized various software programs to efficiently process and manage payroll tasks.
- Reconciled employee timesheets with hours worked.
- Updated employee information in payroll system as needed for changes such as promotions or terminations.
- Organized and maintained filing system for all necessary payroll documentation.
- Processed payroll for multiple clients, ensuring accuracy and timeliness.