

CYNTHIA, NNADIUKWU

SOFTWARE DEVELOPER

WEBSITE: [HTTPS://GITHUB.COM/NNADIUKWUCYNTHIA](https://github.com/NNADIUKWUCYNTHIA)



ABOUT ME

I am Hardworking focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to task success.

I am a dependable industry worker equipped for fast-paced work and changing daily needs. Serves clients effectively with attention to detail and hardworking approach. Seeks out opportunities to go beyond basics, improve processes and increase clients satisfaction.



CONTACT

Address:

Block x53 Officers' Village
Ojo, Lagos State, Nigeria.

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Email:

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SKILLS

Research

Update software

Task prioritization

Collaboration

Software development Adaptability

Interpersonal communication skills

HTML, CSS, JavaScript



EXPERIENCES

FOUANI NIGERIAN LIMITED [JAN 2020–AUG 2022]

Customer Care Representative

Demonstrated commitment to customer service by building productive relationships, resolving complex issues and boosting customer loyalty.

Provided solutions, recommendations and replacements with empathy and positive feedback.

Completed paperwork and entered important data in company CRM.

Responded to questions and followed up on customer interactions.

Responded to customer questions and complaints and documented consumer communications.

Created customer satisfaction survey to identify issues and determine appropriate resolution.

Delivered high level of service and support to customers as company ambassador.

Shared relevant tools with customers as necessary to reduce support call frequency.

ITMAN CONSULTANCY [SEP 2018–DEC 2019]

Front Desk Manager

Improved office communications with internal controls and clearly defined prioritization guidelines.

Trained new hires in company policies, work processes and job-specific tasks.

Assisted staff during peak business times to meet administrative and operational demands.

Worked collaboratively with other departments to coordinate administrative solutions to various operational issues.

Collected financial information used for business budgeting and operational planning.



EDUCATION

UNIVERSITY OF NIGERIA NSUKKA

BACHELORS OF ARTS

2013–2017

Arts Education

FLORINTECH COLLEGE

OJO, LAGOS

Front-End Software Development

2022

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