**NYIAM KIELLY KEVIN**

Abuja, Nigeria • +2348028594489 • [www.github.com/NyiamK](http://www.github.com/NyiamK) • marcelokielly@gmail.com

**PROFESSIONAL SUMMARY**

I am a Data Analyst/Computer Scientist/Social Media Manager with a passion for transforming raw data into actionable insights. Proficient in statistical analysis, data visualization, and utilizing tools like Excel, SQL and Power BI. Strong analytical and problem-solving skills, coupled with effective communication to drive informed business decisions. Eager to contribute expertise in data-driven decision-making and continuous improvement. As A Computer Scientist, seeking a role to apply acquired knowledge and practical experience in theoretical foundations for Information Technology. Highly motivated and results-driven, able to work and learn as part of a dedicated team. Experienced in handling customer inquiries, resolving issues, and maintaining positive relationships. Strong multitasking abilities that exceed customer service goals. Furthermore, as a Social Media personnel, Innovative and results-driven Social Media Manager with over 1 year of experience in developing and executing social media strategies for diverse industries. Proficient in content creation, community management, and analytics. Adept at leveraging social media platforms to increase brand awareness and drive engagement.

**WORK EXPERIENCE**

**GALAXY BACK BONE- IT STAFF & CUSTOMER SERVICE REPRESENTATIVE**

[JANUARY 2021-NOVEMBER 2021]

* Network switch problem fixes, routers setting and access points.
* Staff/customer hardware problem rectification, staff software management, continuously monitoring routers and switches power across all sectors of the company.
* Maintenance of office policies by regularly doing floor-to-floor routine checks of LAN ports, LAN cables, company working equipment, to ensure satisfactory outcome from networking department in the company.
* Responded promptly to customer inquiries via calls.
* Handled and resolved customer complaints and issues in a professional and courteous manner.
* Collaborated with staff members to ensure swift resolution of complex issues.
* Provided product/service information and assistance to customers, resulting in increased customer satisfaction.

**NATIONAL INSURANCE COMMISSION (NAICOM)-CUSTOMER SERVICE REPRESENTATIVE**

[JANUARY 2023-OCTOBER 2023]

* Documentation of crucial information connected to insurance companies’ applications/requests involving possible breach or agreement of terms.
* Supervising and spearheading the collection of data to provide the smooth processing of insurance background checks manually and digitally.
* Examination, clearance and preparation of financial statement reports of insurance companies.
* Provided administrative support to the insurance team, ensuring seamless operations and documentation management.
* Resolved customer inquiries and issues related to insurance coverage, premiums, and claims status, maintaining a high level of professionalism and empathy.

**EDUCATION**

**TINY TOTS NURSERY & PRIMARY SCHOOL, MAKURDI, BENUE STATE**

**October 1999 – June 2004**

Primary School Leaving Certificate

**EMMANUEL INTERNATIONAL COLLEGE, JOS, PLATEAU STATE**

**September 2004 – July 2010**

Senior Secondary Certificate Examination Certificate.

**VERITAS UNIVERSITY, ABUJA**

**September 2018 – July 2022**

Bachelor of Science, Computer Science

* Second Class Upper Honors.

**PROFESSIONAL CERTIFICATIONS**

* **Meta Social Media Marketing Professional Certificate (2023)**

Online Course - The University of California

* **Business Analytics with Excel (2022)**

Online - John Hopkins University

**SKILLS**

* Figma Designer
* Microsoft Excel
* Database Management
* Data Verification
* Dailpad
* CallHippo
* RingCentral
* Power BI
* Python
* HTML
* CSS
* Social Media Strategy
* Content Creation
* Social Media Analytics
* Video Editing (Adobe Premiere Pro, Cap cut)
* SEO and SEM.
* Communications expert (Verbal and Written)
* Customer service provision experience
* Conflict resolution and Problem-Solving
* Customer relationship management
* Multi-tasking and Time management
* Team Collaboration and Coordination
* Microsoft office.
* Customer Relationship Management in Insurance Sector
* Policy Management and Explanation
* Attention to Detail and Accuracy
* Claims processing and Resolution
* Insurance Product knowledge.