

Eziuno Onyinyechukwuka

Frontend Developer

09071287253 # Lagos # maggieziuno01@gmail.com

Results-driven Customer Care Officer with 2 years of experience in customer service and 9 months experience as an Operations Analyst. Adept at CRM tools with a proven track record in customer satisfaction, order processing, inventory management and customer support. Currently a Corper serving in Lagos with 4 months left in my service year. Currently on a journey to transition into tech

SKILLS

- Problem Solving
- Team Work
- Written Communication
- Customer Service
- Microsoft Office
- Time Management
- Administration

PROFESSIONAL EXPERIENCE

September 2025 – Present

Kene Mgbemena and Associates Limited - Administrative Support Officer

- Provided general administrative and clerical support including mailing, scanning, faxing, and copying.
- Maintained and updated company databases, filing systems, and records.
- Assisted in scheduling meetings, appointments, and travel arrangements.
- Prepared reports, memos, letters, and other documents as required.
- Handled incoming and outgoing correspondence (emails, phone calls, and physical mail).
- Supported HR and operations functions with documentation, onboarding, and staff communication.
- Monitored and ordered office supplies, ensuring cost-effective usage.
- Ensured office equipment and facilities were well-maintained and functional.
- Liaised with external vendors, contractors, and service providers as needed.
- Assisted in organizing company events, trainings, and other administrative functions.

November 2024 - August 2025

Tendo Technologies, Lagos - Operations Analyst

- Monitored and processed orders coming in through the platform.
- Monitored inventory and updated timely.
- Liaised with suppliers on product request and availability.
- Ensured timely delivery of processed orders daily.

August 2022 - October 2024

Tendo Technologies, Lagos - Customer Support Intern

- Analyzing customer's complaints and providing timely solutions.
- Monitor project progress and handle any issue that may arise.
- Create and maintain comprehensive project documentation.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement and align teams to better meet customer demands.

- Enhanced department structure and workflows to increase coverage and team efficiency in face of dynamic demands.
- Manage Whatsapp community by posting products and promotions daily.

September 2021 - December 2021

Farm Service Centre, Ministry Of Agriculture, Lagos - Industrial Training

- Analyzing customer's complaints and providing timely solutions.
- Monitor project progress and handle any issue that may arise.
- Create and maintain comprehensive project documentation.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement and align teams to better meet customer demands.
- Enhanced department structure and workflows to increase coverage and team efficiency in face of dynamic demands.

PROJECTS

A. HAIRSTYLIST LANDING PAGE

Description

Built a fully responsive landing page featuring:

- Mobile navigation menu
- Hero section
- Gallery
- Smooth scroll

Technologies

HTML | CSS | JavaScript

B. TECH STARTUP LANDING PAGE

Description

Built a fully responsive landing page featuring:

- Mobile navigation menu
- Testimonial slider (JavaScript logic)
- Dark mode toggle
- Smooth scroll and reveal animations

Technologies

HTML | CSS | JavaScript

EDUCATION

2018 – 2024 Bachelor of Science: Marine Biology

UNIVERSITY OF LAGOS

2017 – Secondary School Leaving Certificate

YABA COLLEGE OF TECHNOLOGY SECONDARY SCHOOL, Lagos.

2011 – First School Leaving Certificate

NETAS MONTESSORI NUR & PRY. SCH, Lagos.

CERTIFICATIONS

- 2021- Health Safety and Environmental Management Foundation HSE
- 2024- Responsive Web Design (Html and Css)
- 2026- Front End Development

REFERENCES

Available upon request.