

EMEDIONG IKPE

Berger, Lagos | ikpeemediong100@gmail.com | +234 8144742427

Professional Summary

Customer Service and Operations Specialist | Junior Full-Stack Web Developer | Forex Trader

Highly motivated professional with a strong background in customer support and operations, combined with hands-on experience in web development and API-based applications. Skilled in communication, problem-solving, and working under pressure. Currently advancing skills in full-stack and blockchain development, with an analytical approach to Forex trading and risk management.

Work Experience

SuiNetwork(Web3Community Platform)

Community Manager / Customer Service Representative | 2024 – Present

- Provide real-time support to community members by resolving queries and concerns.
- Monitor, moderate, and manage community chats to maintain compliance and engagement.
- Assist with the onboarding of new members, ensuring a smooth user experience.
- Maintain consistent communication to build trust and enhance community satisfaction.

Lagos State Internal Revenue Service (LIRS) Customer Service & Operations Specialist (Intern) | 2020 – 2021

- Delivered frontline customer support services, handling inquiries and complaints.
- Oversaw and optimized operational functions to ensure smooth and efficient daily tax processes.
- Assisted citizens with accurate information regarding tax payments and compliance.
- Strengthened customer satisfaction through proactive engagement and problem resolution.

Junior Full-Stack Web Developer

Junior Full-Stack Developer with experience building web applications using HTML, CSS, JavaScript, Node.js, Express, PostgreSQL, and EJS. Currently expanding skills in React.js and blockchain development. Passionate about building scalable applications and continuously learning modern technologies.

Education

Heritage Polytechnic, Eket, Akwa Ibom State Higher National

Diploma (HND), Electrical Engineering | 2020 – 2022

Certifications

- National Youth Service Corps (NYSC).
- The American Academy of Project Management (AAPM).
- Chartered Institute of Contract Project and Facility Management CICPFM).
- The Chartered Institute of Project Management, Ghana (CIPM).

Core Skills

Technical / Development Skills

- HTML5
- CSS3
- JavaScript (ES6+)
- Node.js
- Express.js
- RESTful API Development
- Axios
- EJS (Embedded JavaScript Templates)
- PostgreSQL
- Git & GitHub

Currently Learning

- React.js
- Full-Stack Application Architecture
- Blockchain & Web3 Fundamentals

Customer Service & Operations Skills

- Customer Support & Client Relationship Management
- Issue Resolution & Escalation Handling
- Operations Coordination
- Process Improvement
- Multitasking & Time Management
- High-Pressure Problem Solving

Forex Trading & Analytical Skills

- Technical Analysis
- Risk Management
- Market Research & Trend Analysis
- Trading Psychology
- Data-Driven Decision Making

Soft Skills

- Strong Communication
- Problem Solving
- Critical Thinking
- Adaptability
- Attention to Detail
- Continuous Learning

Projects

Crypto Price Tracker Web App

- Developed a web application that fetches and displays real-time cryptocurrency prices.
- Built backend APIs using Node.js and Express.
- Integrated external APIs using Axios.
- Rendered dynamic pages using EJS

Tech: Node.js, Express, Axios, EJS, Git

Link: <https://cryptoprice-two.vercel.app/>

Personal Finance / Utility Web App

- Created a full-stack web application to manage user data and transactions.
- Implemented REST APIs and database interactions.
- Used Git for version control and collaboration.

Tech: HTML, CSS, JavaScript, Node.js, Express, PostgreSQL

Personalized Joke Web Application

- Developed a dynamic web application that delivers personalized jokes based on user input.
- Built server-side logic using Node.js and Express.js.
- Integrated external joke APIs using Axios.
- Rendered dynamic content with EJS templates.
- Implemented clean routing and error handling.
- Used Git for version control.

Tech Stack: HTML, CSS, JavaScript, Node.js, Express.js, EJS, Axios, Git

Link: <https://joke-generator-eight-pi.vercel.app/>

Learning & Development

- Actively building projects to strengthen full-stack development skills.
- Learning React.js and modern frontend workflows.
- Exploring blockchain and Web3 development fundamentals.

GitHub profile link: <https://github.com/Purefier100>

Mail: contact@purefier.dev

References

- Available on request