

# CHIGBO,GINIKA RICHARD.

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Portfolio: <https://richymoine.vercel.app/>

## PROFESSIONAL SUMMARY

A dedicated and proactive professional with a strong background in customer service, IT support, web design, and teaching. I am committed to continuous learning and personal growth while delivering high-quality results. My goal is to contribute positively to the growth and success of a forward-thinking company by leveraging my skills in technology, customer relations, and problem-solving.

## PERSONAL DETAILS

- **Date of Birth:** 12th April, 1999
- **Nationality:** Nigerian
- **State of Origin:** Anambra State

## EDUCATION

**National Youth Service Corps (NYSC).**

*Completed 2024*

**B.Sc. in Computer Science** | *Chukwuemeka Odumegwu Ojukwu University, Uli, Anambra*

*Graduated: 2022*

**West African Examinations Council(WAEC)** | *Federal Government College, Ohafia, Abia*

*Completed: 2017*

**National Examinations Council (NECO)** | *Federal Government College, Ohafia, Abia*

*Completed: 2017*

**First School Leaving Certificate (FSLC)** | *Living Word Academy, Aba, Abia State*

*Completed: 2010*

## PROFESSIONAL EXPERIENCE

### Computer Science Teacher

*Imperial Height Preparatory School, Abuja | November 2023 – November 2024*

- Deliver ICT and computer science lessons to students, focusing on coding and basic programming concepts.
- Provide technical support for IT-related tasks and ensure smooth operation of the school's computer systems.
- Guide students in developing digital literacy skills and encourage interest in technology.

### Customer Support / Co-packer

*Ella Logistics Services Ltd, Abuja | August 2021 – October 2023*

- Managed and tracked packages, ensuring all deliveries and collections were efficiently processed.
- Assisted customers with product selection, answering inquiries, and resolving issues promptly.
- Handled customer refunds, reported discrepancies to supervisors, and maintained accurate records of inventory.

### Customer Service Personnel

*Olive Integrated Services, Abuja | January 2019 – March 2021*

- Provided administrative support and managed customer inquiries, feedback, and complaints.
- Ensured the timely resolution of customer concerns, improving overall satisfaction.
- Assisted with general office duties and coordinated tasks to support business operations.

## CERTIFICATION AND TRAINING

- **IT Essentials** | *Cisco Networking Academy* | 2017
- **Laptop and Phone Repair** | *Capacity Development and Skills Enhancement Initiative (CDSEI)* | 2019
- **In – Demand IT Skills Training** | Digital Witch Support Community |2024

## RESEARCH & PROJECT

- **Website Design for Crypto Platform (WordPress)** | 2023
- **Video Editing for Private Company** | 2023
- **Real Estate Website Development** | 2023
- **Portfolio Website Development** | 2024

## TECHNICAL SKILLS

- **Web Development:** Proficient in HTML, CSS, JavaScript, and Webflow
- **IT Skills:** Skilled in MS Office (Word, Excel, PowerPoint) and basic troubleshooting techniques
- **Web Design:** Experienced in creating responsive websites using WordPress, Webflow, and other platforms
- **Video Production:** Knowledgeable in video editing for web and corporate purposes
- **Networking:** Basic understanding of Cisco networking concepts

## KEY STRENGTHS

- Strong **time management** skills, with the ability to meet deadlines and manage multiple tasks simultaneously
- **Team player**, with the ability to work in a diverse environment and collaborate effectively to achieve shared goals
- Excellent **communication skills**, both written and verbal
- **Adaptability** and resilience, thriving in fast-paced work environments
- High levels of **integrity** and professionalism
- **Problem-solving** and critical thinking skills, capable of handling complex challenges
- **Attention to detail**, ensuring quality in all deliverables
- Ability to work **independently** with minimal supervision

## EXTRACURRICULAR ACTIVITIES

- Writing and content design
- Online research and learning
- Self-improvement activities and personal development
- Setting up audiovisual equipment and electrical systems