**EDWARD OVIASOGIE**

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**OBJECTIVE**

A second-year computer science student with a background in customer relations and operations within demanding environments, with a strong passion for technology. Proficient in fostering a positive and productive atmosphere, meticulous in handling details, and adept at both independent and collaborative work. Possesses a curious and rapid learning mindset, committed to contributing to achieving set objectives. Demonstrates expertise in analyzing complex problems and generating innovative solutions.

**EDUCATION**

Anglia Ruskin University- BEng Computer Science Ongoing

Bizmarrow technologies ICT& Computer training school Abuja 2022

Community Secondary School Asokoro 2021

**EXPERIENCE**

Cambridge University Press and assessment

Exams Administrator May 2023 – August 2023

* Collaborated with team members to maintain and update records, contributing to efficient workflow and improved accessibility to information
* Engaged in the meticulous process of grading examination scripts for the Young Learners' examination conducted by Cambridge.
* Gathering, organizing, and consolidating the examination grades into a comprehensive and coherent format.
* Systematically cataloguing and securely storing the examination scripts, ensuring their long-term preservation and easy retrievability for future reference.

**Ficoven Ltd**

Operations Associate January 2022 – May 2023

* Participating in a collaborative effort with the national identity team to facilitate the establishment and management of identity card registrations specifically within the precinct of Cambridgeshire.
* Exemplifying adeptness in resolving customer issues and grievances through a process involving meticulous comprehension of the concerns, effective elucidation of optimal solutions, and assiduous pursuit of case resolution.
* Introduced a novel system for scheduling appointments, informed by valuable customer feedback, resulting in a remarkable 10% improvement in overall customer contentment.
* Elevated revenue significantly by adopting a consultative, value-driven customer service strategy, leading to a commendable 5% monthly upsurge in overall revenue.
* Effectively broadened the clientele by 15% within a span of 6 months through strategic collaboration with influential figures in both East Anglia and London

**SKILLS**

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| * HTML | * CSS |
| * PHP | * JAVASCRIPT |
| * DATABASE MANAGEMENT(MySQL) | * GIT |
| * Problem Solving * Communication | * RESTful API Design * Collaboration |