

# AKINADE CYNTHIA OLUFUNMILAYO

## CONTACT

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Home address: No. 7, Cecilia Odutuga Street, Ilasamaja, Lagos State.

## OBJECTIVES:

To find a role in a company that will in the long run enable me develop and put to use the skills necessary to providing technological solutions to consumers; in the areas of software development, data analysis; as well as client relations.

To provide a high quality service in a challenging, and goal driven environment with the aim being all round development and growth of myself, and the organization.

## WORK EXPERIENCE

- **Customer Service, Issue Resolution (intern);** October 2018 – March 2019

### **Jumia Nigeria**

Attend to and proactively resolve customer issues via calls, emails, and/or social media in order to boost customer loyalty. Provide regular updates on products and services to the customers via the aforementioned platforms. Upsell and cross sell to customers.

- **Content developer and social media manager (intern);** May 2017 – October 2017

### **Termii Webtech Ltd**

Daily develop content for blogs and social media campaigns; manage the company's (and clients) social media platforms (Facebook, Instagram, Twitter, Medium).

Manage databases and regularly update backend services for different web applications.

**EDUCATION:**

- University Of Lagos (Bachelor of Science, Computer Science) 2014 – 2018

**SKILLS:**

- Customer Service and Issue resolution.
- Content Development.
- Web content writing.
- Logical and structured thinking.
- Microsoft Office (Word, Power point and Excel).
- Python Programming.
- HTML, CSS, (JavaScript), MySQL.

**PROJECTS:**

- An extraction system for extracting names, email addresses, and phone numbers from resumes. Developed using Python and MySQL.
- Practice - . <https://github.com/Thea10>