

# TINA CHARLES C. MBAKWE-OBI

Springfield, IL 62703, United States 2172200223 tinacharlesmbakweobi1@outlook.com

## PROFESSIONAL SUMMARY

A results-driven professional with experience in customer service, accounting, business consulting, and management information systems. Hold a recent graduate certificates in IT project management, business analysis, and cybersecurity. **Security and Financial Expertise:** my expertise includes documenting security incidents, proactive incident management, financial audits, and data security. **Business Impact:** a proven track record of achieving a 35% improvement in customer retention, placing product malfunction root causes, and enhancing data security, resulting to sustained revenue growth.

## SKILLS

- Microsoft Office (Visio)
- Teamwork and Collaboration
- Software's(SaS, ARIS,Tableau, SaS, SAP, SPSS, Java, Crowdstrike, knowbe4, Splunk, Cisco Umbrella)
- Written Communication
- Analytical Thinking
- Problem-Solving
- Multitasking
- Computer Skills
- Leadership

## EXPERIENCE

Security Operations Center Analyst February 2023 - Current  
Department of Innovationa and Tchnology | Springfield, IL

- Achieved 50% reduction in incidence occurrence using cybersecurity tools.
- Inspected action plans and contact lists for anticipated incidents.
- Addressed 150 security incidents and more.
- Conducted before and after measures analysis of day-to-day activities and tasks within the organization to review incidents impact.
- Attained 30% reduction in potential damage and downtime with 14 teams for effective communication and information sharing.

Senior Accountant and Project Coordinator January 2018 - August 2022  
National Space Research and Development Agency | Abuja, Nigeria

- Improved financial transaction processes to meet IPSAS standards and doubled operational efficiency.
- Achieved 95% accuracy in expense tracking and established strong financial controls to align with budgetary guidelines.
- Developed comprehensive budgets to promote a culture of financial accountability.
- Planned taxation fairly, applying precise knowledge of current tax codes and accounting procedures to make 95% accurate liability assessments.
- Accomplished 90% reduction in late remittance by tax payment vouchers and tax return paperwork.

Internal Auditor January 2013 - December 2018  
National Space Research and Development (CSTD) | Lagos , Nigeria

- Conducted comprehensive audits to ensure accuracy and compliance.
- Enhanced payroll operations, resulting in a remarkable 30% improvement in double payment of entitlements.
- Tailored investigations to address the specific needs of NASRDA liaison offices by resolving 40% of their unique challenges and requirements.
- Chaired investigation and supervision of auditing activities.

Customer Service Officer April 2008 - December 2012

Access Bank plc | Abuja, Nigeria

- Enhanced customer retention by 15% through efficient service and account management strategies.
- Maintained a robust data security measures by vigilant stance on safeguarding sensitive information and addressing product malfunctions promptly.
- Marketed company's products to new and existing customers via inbound and outbound calls, resulting in 25% new Customers.
- Increased accounting accuracy 17% from reviewing and reconciling charges.
- Addressed customer's needs with setting up account, processing payment, and correcting error.

EDUCATION

Master of Science - Management Information Systems May 2024  
University of Illinois, Springfield

Graduate Certificate - CyberSecurity Management March 2024  
University of illinois , Springfield

Certificate - Business Analytics December 2023  
University of illinois , Springfield

Certificate - IT Project Management March 2023  
University of illinois , Springfield

Bachelor of Science - Banking And Financial Support Services September 2013  
Achievers University Owo, Ondo, Nigeria

ACCOMPLISHMENTS

- Collaborated on NASRDA@20 Anniversary Documentary, distributed globally to Space Agencies.
- Initiated (for Saving Purpose) program within NASRDA, promoting financial literacy with responsible financial practices.
- Pioneered (Happy Hour Moment) initiative, fostering team cohesion agency-wide.
- Founder Polyvalent Company.
- Best Transaction Officer North Central Region (IBPLC Bank, 2008).
- Two-time Vice President (LBSA), coordinating events, travelling logistics for vibrant student community.