

Tina Charles Mbakwe-Obi

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Profile

Driven Professional: 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.



Work experience

02/2023 – present
Springfield, United States

SOC Analyst

Illinois Department of Innovation and Technology

- Monitored network traffic, detected and mitigated security incidents.
- Cooperated to investigate breaches, name causes, and enforce corrective actions.
- Utilized threat intelligence to identify emerging threats, reducing cyber-attack risk by 15%.

01/2018 – 08/2022
Abuja, Nigeria

Senior Accountant and Project Coordinator

Center for Space Transport and Propulsion (NASRDA)

- Streamlined financial processes, ensuring efficiency and compliance.
- Attained 95% expense tracking accuracy through strategic improvements.
- Managed budgets to meet financial targets and heighten monitoring.

01/2013 – 12/2017
Lagos, Nigeria

Internal Auditor

National Space Research and Development Agency (NASRDA)

- Conducted thorough audits with preliminary assessments.
- Reviewed payroll for deficiencies and fraud with 30% achievement
- Customized investigations for NASRDA liaison offices.”

04/2008 – 12/2012
Abuja, Nigeria

Customer Service Officer

Access Bank plc

- Increased customer retention by 15% with service excellence.
- Ascertained robust data security for trust and revenue protection.
- Resolved product malfunctions promptly for customer satisfaction.”



Education

08/2022 – 05/2024
Springfield, United States

Master of Science, Management Information Systems | Masters

University of Illinois At Springfield

- Carried off diverse responsibilities at UIS Student Union Desk, guaranteeing exceptional guest experiences.
- Led 'Digital Park Application Project , 'SMART ENERGY GUARD,' and housing affordability Data Analysis projects.
- Recognized in December 2022 International Student Spotlight.

Education

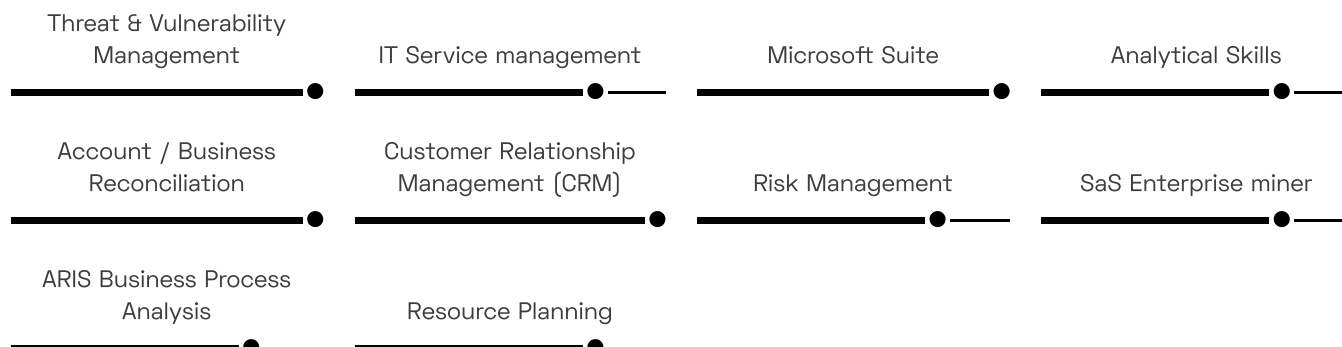
04/2011 – 08/2013
Ondo, Nigeria

Banking And Financial Support Services | Bachelor of Science
Achievers University Owo,

09/2007 – 08/2009
Owerri, Nigeria

Banking and Finance | Higher National Diploma
Federal Polytechnic, Nekede

Skills



Achievements

- Collaborated on global NASRDA@20 Anniversary Documentary, showcasing achievements.
- Initiated "Saving for a Purpose" program, promoting financial wellness.
- Introduced "Happy Hour Moment" for team bonding.
- Served as two-time Vice President, coordinating events for vibrant student community.

Awards

08/2008

Best Transaction Officer North Central Region
Intercontinental Bank Plc

10/2012

Exceptional Staff Award
Access Bank Plc

07/2018

Best Auditor's Award
Center for Space transport and Propulsion (NASRDA)

12/2021

Outstanding Staff Initiative
National Space Research and Development Agency

Certificates

10/2023

Applied Analytics Using SAS Enterprise Miner
SAS

www.credly.com/badges/744bb2b5-f1f4-4363-8963-3d052680c8be/linked_in?t=s28py3

07/2023

Career Essentials in Generative AI
Microsoft and LinkedIn

www.linkedin.com/learning/certificates/a767668201585db155a81237c55e7e3a846f3f4c3f9a37aff3420010993c8a2d

Certificates

10/2023	Product Management Professional Certificate Aha! www.linkedin.com/learning/certificates/741773109ad65167cb1a6e34581815116602fd00a59cd6e07b04d5aba608e705
05/2020	GIS Training Programme using QGIS Institute of Urban Development, India
05/2024	Graduate Certificate in Cybersecurity University of Illinois Springfield
05/2024	Graduate Certificate in IT Project Management University of Illinois Springfield
05/2024	Graduate Certificate in Business Analytics University of Illinois Springfield
09/2022	Mendix Rapid Developer Certification Mendix C. NUMBER 42347
12/2023	ARIS Business Process Analysis Platform Aris
06/2023	Project Management: Technical Projects LinkedIn www.linkedin.com/learning/certificates/4c83ded856eacba3cc07147f173287048fecb9e1339d7f50f08e3447e6b5e884?trk=share_certificate#technicalprojectmanagement

Strengths

Strategic Thinking and Leadership

Innovative Team Building

Global Impact and Communication Skills

Cultural Sensitivity and Inclusivity

Networking and Reputation Building