

NZEKWE VIVIAN

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PROFILE

Result-driven Computer Science graduate with experience in product management, IT, and data analysis within the banking sector. Passionate about leveraging technology to enhance customer experiences and drive innovation. Seeking to deliver impactful Information Technology solutions and manage products that support growth in a dynamic environment.

EDUCATION

Bachelor of Technology in Computer Science

University of Technology Minna, Niger State, Nigeria
November 2019 | CGPA: 4.12/5.0 | Second Class Upper

INTERESTS

- Management of Information systems to align with organizational goals.
- Data mining, predictive analytics, and visualization to inform decision-making processes.
- Leveraging technology for process innovation, enhanced customer experiences, and improved competitiveness.

PROFESSIONAL EXPERIENCE

Product Officer – Cards and ATM

Ecobank Nigeria – (2023–Present)

- Defined product vision and strategy for card and ATM offerings, aligning with the bank's objectives.
- Collected and organized data, ensuring accuracy and integrity
- Conducted market research to identify customer needs and emerging trends, informing product development.
- Led the design, development, and launch of card/ATM products, ensuring regulatory compliance.
- Collaborated with cross-functional teams to deliver analytical support for decision-making.

Data Analyst (NYSC)

Federal Mortgage Bank of Nigeria – Abuja (2021–2022)

- Collected and organized data, ensuring accuracy and integrity.

- Analyzed large datasets to identify trends and patterns that informed business decisions.

Customer Service Intern (SIWES)

First City Monument Bank Nigeria – Abia State (2018)

- Provided customer service via phone, email, and in person, resolving inquiries efficiently.
- Addressed customer issues, escalating complex cases to appropriate departments as necessary.

Internships:

- Women Techsters Fellowship, Google Africa Developers Scholarship, ALX Africa, AltSchool Africa
Acquired intermediate skills in HTML, CSS, JavaScript, C#, and Java programming languages.

PROJECT EXPERIENCE

Undergraduate Project

Project title: “Design and Implementation of a Patient Scheduling Mobile Application”

- Developed a mobile application that allows students to book appointment in the school clinic and allows consultants to schedule appointments for these students.

Verve Contactless Card Launch - Ecobank Nigeria

As a product officer for cards and ATM at Ecobank Nigeria, I collaborated with different stakeholders both internal and external to bring the Verve contactless card to a successful launch. The initiative expanded the bank’s contactless payment options and improved customer experience.

Card Reporting Site Development – Ecobank Nigeria

Collaborated with cross-functional teams to develop a card reporting platform, streamlining data reporting and enabling seamless, on-demand access to cards data.

SKILLS AND COMPETENCIES

- Proficiency in JavaScript, HTML, CSS, NodeJs, C#.
- Strong research, writing, and communication skills demonstrated through academic projects.
- Analytical and problem-solving skills, with the ability to generate data-driven insights.
- Excellent leadership, teaching, and mentorship abilities.
- Adaptability and capacity to thrive in dynamic environments.
- Creative problem-solving approaches to addressing complex challenges.

LANGUAGES

- **English** (Fluent)
- **Igbo** (Good)
- **Hausa** (Good)

CERTIFICATIONS

- Google Africa Developers Scholarship – Certificate of Participation
- Data Analytics for E-payment Optimization – Certificate of completion
- Ecobank Tech Academy – Certificate of Completion
- Understanding Banking Business – Ecobank Nigeria
- Product Management First Steps – LinkedIn Learning
- Ethics and Compliance Certification – Chartered Institute of Bankers of Nigeria (CIBN)
- Critical Thinking and Problem Solving – LinkedIn Learning

REFEREES

Available upon request