



Tatiana Nkwah
Bantec

Junior Data Scientist

PROFILE

Date of birth 14 Nov 1990
Nationality Portuguese
Marital status Single

CONTACT



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SKILLS & COMPETENCE

Microsoft office
Frontend development
Basic Python, SQL and Artificial
Intelligence

LANGUAGES

English: Fluent
Portuguese: Intermediate
French: Intermediate

OTHERS

Reading
Hiking

SIGNATURE

Professional Profile

Junior Data analyst with proven problem solving and analytical skills. Experienced in Customer Support with a demonstrated history of working in the outsourcing/offshoring industry. Seeking opportunities in Data Analytics to enhance my skills.

Career Summary



Customer Adviser



SYKES Enterprises Berlin GmbH & Co. KG,
Germany

Mar 2022 to
Mar 2023

ROLE

- Provide solutions to customer's related issues via digital channels customers

RESPONSIBILITIES

- Assist Customers with issues related to their insurance.
- Issue replacement or repair for defective devices
- Collect and report feedback to ensure customer's satisfaction.



Customer Service Representative



Majorel, Portugal

July 2020 to
Dec 2021

ROLE

- Provide solutions to customer's related issues via digital channels customers.

RESPONSIBILITIES

- Balancing orders and verifying billing/invoices on purchases.
- Staying up to date on new products, services, and company's policies.
- Collect and report feedback to ensure customer's satisfaction.
- Review and resolve current fraud detection.

Education



Master of Science in Biology



University of Coimbra, Germany

Sep 2015 to
July 2018



Bachelor of Science in Microbiology



University of Buea, Cameroon

Nov 2016 to
Mar 2018