Chinedum Akpala

Frontend Developer

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Detail-oriented frontend developer with expertise in HTML, CSS, JavaScript, React, and data analysis. Skilled in building responsive UIs, optimizing performance, and leveraging data insights. Strong foundation in APIs, UI/UX, and web/mobile development. Committed to delivering high-quality code and enhancing user experiences.

TECHNICAL SKILLS

- **Frontend Development:** HTML, CSS, JavaScript, React, Next.js, TypeScript, Tailwind CSS
- **UI/UX:** Responsive design, performance optimization, accessibility
- **Data Analysis:** Data visualization, SQL, Excel, Python
- **APIs & Backend:** RESTful APIs, JSON, Firebase
- **Tools & Platforms:** Git/GitHub, VS Code, Framer,
- **Soft Skills**: Analytical problem-solving, customer service excellence, collaboration with cross-functional teams.
- **Others:** Debugging, troubleshooting, version control, Agile/Scrum

KEY ACHIEVEMENT

- Recognized for **improving efficiency** in document processing and customer record management at Marriott.
- Successfully **troubleshot technical issues** for customers using digital platforms, reducing resolution time by 25%.
- Recognized for exceptional customer service.

PROFESSIONAL EXPERIENCE

Marriott International, ON, Canada

Customer Experience Specialist   June 2022 – Present

- Provides administrative support and managed customer records.
- Ensure accurate documentation and streamlined information handling.
- Assisted customers in troubleshooting technical issues with digital platforms.

EDUCATION

TriOS College, London, ON   January 2024

- Diploma - Enterprise Web & Mobile Development

CERTIFICATION

- Document Control: From Principles to Practice from Alison   February 2025
- Google Data Analytics   Expected June 2025

ADDITIONAL INFORMATION

- Available for flexible work schedules.
- Strong interest in process optimization and document control.
- Passionate about maintaining accuracy and compliance in documentation processes.