
Eze Ishionwu

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Experience

Alight Solutions – Benefits Specialist

2022 – Present

- Processing transactions such as health enrolments, tax and direct deposit updates, 401k withdrawals or contributions, and retirement elections that include additional research and on-going casework
- Multitasking by toggling between multiple screens and systems to provide answers and support
- Creating and updating files in a database and communicating with third parties to research and assist customers with updates or inquiries
- Handling a high volume of inbound calls to answer questions, provide education, and solve complex HR and financial issues related to healthcare benefits, 401k savings and retirement plans, leaves of absence and payroll
- Data Entry on multiple platforms

The Reddington Co. – Data Administrator

2017 – 2022

- Worked with external partners to ensure content coverage and data quality
- Handled data labeling and data annotation projects to improve catalog quality
- Reviewed vendor results for data quality workflows to assess vendor accuracy
- Reviewed vendor requests and made updates to catalog content
- Monitored and supported requests through the Jira ticketing system and ensured that resolution timescales were communicated in a timely manner
- Ran SQL queries to get updated data sets for projects using Snowflake

Clemeddy Labs – Microbiologist

2014 – 2015

- Isolated, purified and identified microorganisms
- Gram staining and microscopic examination of slides
- Media/reagent receiving, preparation and storage
- Completed safety and laboratory inventory checklists
- Cleaned work benches and laboratory equipment
- Maintained documentation, including lab notebooks and microbiological data
- Created company Standard Operating Procedures (SOPs)

Skills

- SQL
 - Data Analysis
 - Microsoft Power BI
 - Microsoft Excel (XLOOKUP, Pivot Tables)
 - Python
 - Javascript
 - HTML
 - CSS
 - Microsoft Office
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Education and Training

(Ongoing)

DTTP Web Development
Internship

2016

University of Birmingham
Birmingham, United Kingdom

Master of Science:

MSc Microbiology and Infection

- With Merit
- Canadian Degree equivalence:
Master's Degree

2013

University of Liverpool
Liverpool, England

Bachelor of Science: BSc

Microbiology

- Second Class Upper Division
 - Canadian Degree equivalence:
Bachelor's Degree (4 years)
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