

RITA CHINWENDU CHIAHA

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Highly motivated and detail-oriented front-end/back-end software developer with a passion for creating innovative and user-friendly applications. Proficient in HTML, CSS, JavaScript, and other programming languages. Strong problem-solving skills and a strong inclination towards continuous learning and professional growth.

EXPERIENCE

AUGUST, 2022 – DECEMBER, 2022

FRONTEND DEVELOPER INTERN, TECH ACCENT CREATIVES

- Collaborated with cross-functional teams including designers, project managers, and other developers to gather requirements and ensure successful project delivery.
- Assisted in the development and maintenance of responsive web applications to ensure compatibility across different devices and browsers.
- Developed well-designed, testable, and efficient code using industry best practices for software development.
- Designed website layouts and user interfaces, adhering to standard HTML/CSS and JavaScript best practices.
- Assisted in integrating data from various back-end services and databases using Node.js and Express.js
- Conducted testing and provided feedback on new and existing technologies.

JANUARY, 2022- AUGUST, 2022

TECHNICAL SUPPORT, SANCTUS MARIS CONCEPT LTD.

- Installation & configuration of a company's computer hardware operating systems and applications.
- Maintenance and monitoring of computer networks and systems.
- Logging the queries of customers and employees.
- Analysis of call logs in order to discover any underlying issues or trends.
- Diagnosing and solving hardware or software faults.
- Performing electrical safety checks on the company's computer equipment.
- Performs other related duties as assigned.

MAY, 2021-DECEMBER, 2021

TECHNICAL SUPPORT, AARON'S SUITE

- Act as the initial point of contact for all computer and system related concerns from clients or other employees
- Assisted management in creating training materials pertaining to computer troubleshooting and usage
- Organized and filed documentation pertaining to warranties and instructional guides for computer hardware

- Maintained a working log detailing all required system updates, as well as the date of completion
- Resolve technical issues related to network interruptions
- Actively update, maintain and monitor all aspects of computer network.
- Collaborates with programmers to explain errors and/or recommend modifications in programs.
- Arranges service by software or hardware vendors to repair or replace defective products.
- Maintains knowledge of technology innovations and trends.
- Performs other related duties as assigned.

SEPTEMBER, 2020 – MARCH, 2021(NYSC)

EXECUTIVE SECRETARY, RAXON CULLER GOLD LTD

- Providing expatriate support services for the company,
- Working closely with other departments to provide for their administrative resource needs, for effective operations,
- Ensuring seamless and timely procurement of all required services and supplying of contracts applicable and supervising vendors and suppliers,
- Ensuring adherence to service level agreements (SLAs) by 3rd party service providers and investigating and resolving all escalated issues related to 3rd party services provided
- Performs other related duties as assigned.

MAY, 2012 – NOVEMBER, 2014

CUSTOMER SERVICE REPRESENTATIVE, ICEGATE LTD

- Maintained a positive, empathetic and professional attitude toward customers at all times,
- Responded promptly to customer inquiries,
- Communicated with customers through various channels,
- Acknowledged and resolved customer complaints,
- Processed orders, forms, applications, and requests,
- Kept records of customer interactions, transactions, comments and complaints,
- Provided feedback on the efficiency of the customer service process.
- Performs other related duties as assigned.

EDUCATION

DECEMBER 2019

HND BIOCHEMISTRY, OSISATECH, ENUGU

DECEMBER 2016

ND SCIENCE LABORATORY, OSISATECH, ENUGU

SKILLS

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Professional and pleasant telephone manner.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.
- Proficient with or the ability to quickly learn an array of computer hardware and software.
- HTML5
- JavaScript
- CSS
- Bootstrap
- MongoDB
- Git and Github
- React.js
- Postman
- Express
- Node.js
- Figma
- Chemical skills

CERTIFICATION

- **FULLSTACK WEB DEVELOPMENT**, TECH ACCENT CREATIVES
- **SOFTWARE DEVELOPMENT**, TECH4DEV
- **DESKTOP PUBLISHING**, CARDINAL COMPUTER LEARNING CENTRE

REFERENCES

MR. CHRISANCTUS OFODILE
SANCTUS MARI CONCEPTS (SANMAC)
MD/CEO
+2348035605004

MRS. JENNIFER FRIDAY
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CEO
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