Summary

Aspiring Front-End Web Developer with a background in client relations and a passion for creating engaging user experiences. Leveraging 5 years of experience in customer service and problem-solving to transition into web development, with a focus on translating user requirements into effective and responsive front-end solutions. Proficient in HTML, CSS, and JavaScript with a strong understanding of design principles and optimization techniques. Eager to contribute to innovative development projects and enhance user interactions in the e-commerce space.

Work Experience

Customer Service Representative - Civic Hotel
May 2023 - Present

Surrey, British Columbia

- Delivered exceptional front-line customer service by addressing inquiries and resolving guest concerns promptly.
- Managed reservations, room service, and guest relations to ensure a seamless customer experience.
- Processed transactions and billing using Micros, enhancing accuracy in financial transactions.
- Collaborated with management to optimize service delivery, reducing guest complaint turnaround time by 30%.

Insurance Account Executive - Brightspace Consulting Limited
Mar 2022 - Sep 2024

- Managed insurance sales and client portfolios, ensuring tailored coverage solutions that met customer needs.
- Achieved revenue growth and customer retention targets through effective policy sales, renewals, and cross-selling initiatives.
- Provided claims support, reducing resolution times by 40% and enhancing overall client experience.
- Developed customized insurance plans by analyzing market trends and recommending optimal solutions.

Front Desk Representative - Transcorp Hilton
Mar 2021 - Feb 2022

Abuja

- Managed front desk operations and guest reservations, enhancing service efficiency and contributing to a 25% improvement in positive guest feedback.
- Assisted in event coordination and VIP guest services, ensuring smooth logistics for high-profile clientele and strengthening client relationships.
- Collaborated with housekeeping and other departments to ensure room readiness and guest comfort, resolving concerns professionally to enhance retention.

Call Center Intern - Arik Air
Feb 2020 - Feb 2021

Lagos

- Managed high-volume inbound and outbound calls, effectively resolving customer inquiries related to flight bookings and services.
- Promoted travel packages and upgrade options, contributing to enhanced sales conversion rates.
- Streamlined customer complaint resolution processes, reducing response times and improving satisfaction ratings.

Education

University Canada West   2024 - 2024

Master of Business Administration - Vancouver

Elizade University   2020 - 2020

Bachelor of Science - Ondo

Projects

                                                                Front-End Developer
E-commerce Storefront Enhancement

Developed and optimized front-end components for an e-commerce store, focusing on improving performance, accessibility, and cross-browser compatibility. Utilized JavaScript, HTML, and CSS to create responsive and interactive solutions.

                                                                       UI Developer
Dynamic Web Component Library

Created a library of dynamic web components using modern JavaScript frameworks to enhance the user interface and user experience of Miva Merchant eCommerce stores. Focused on reusability, maintainability, and performance.

                                                              Accessibility Specialist
Accessibility Optimization Project

Led a project to optimize the accessibility of an existing e-commerce platform, ensuring compliance with WCAG guidelines and improving the user experience for users with disabilities. Conducted audits, implemented fixes, and provided training to team members.

Certifications

Amadeus Certification   2024

Udemy

Demonstrates proficiency in using the Amadeus booking system.

Project Management   2024

Udemy

Demonstrates knowledge of project management principles and practices.

IATA Foundation Diploma in Travel and Tourism   2022

IATA

Demonstrates a foundational understanding of the travel and tourism industry.

Travel and Tourism Certificate   2022

Lagos Aviation Academy

Demonstrates specialized knowledge in travel and tourism operations.

Customer Experience Management Certification   2022

Udemy

Demonstrates expertise in managing and enhancing customer experiences.

Skills

Communication   Collaboration   Problem-Solving   Adaptability   Time Management   Customer Service

Team Leadership   Interpersonal Skills   Conflict Resolution   Presentation Skills   Critique

JavaScript   HTML   CSS   Miva Template Language   Front-End Development   Responsive Design

Cross-Browser Compatibility   Web Development   Software Specifications   eCommerce   Data Entry

Graphic Design (Canva)   Reservation & Ticketing (Sabre & Amadeus)