Chukwuka Animmaku

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About Me

Motivated and detail-driven Computer Science undergraduate with practical experience in project management, quality assurance, and user-focused digital solutions. Proven ability to lead cross-functional teams using Agile and Jira, facilitate collaboration, and deliver results on time. Experienced in conducting software testing, building SOP-aligned quality systems, and communicating effectively with diverse stakeholders including technical teams, supervisors, and external partners.

Successfully led a team to develop a multiplayer quiz game and supported food industry compliance efforts during a QA internship by aligning documentation with BRCGS, HACCP, and Natasha's Law. Strong skills in Excel, SQL, and data analysis, combined with a calm and structured approach to problem-solving. Eager to contribute to innovative tech environments that value efficiency, user experience, and continuous improvement.

Skills / Expertise

- **Programming & Development Tools:** PHP, SQL, JavaScript, jQuery, Git, CSS5, React, Node.js, HTML, Bootstrap, Figma, React Native
- **Customer Experience & Communication** – Case logging & inquiry follow-up, Active listening & conflict resolution, Multichannel support
- **Problem Solving & Workflow** – Process improvement & multitasking, attention to details & quality assurance,
- **Technical & Digital Tools** – Google Workspace & Microsoft Office, CRM systems, Trello, POS systems, admin software. Jira, Kanban, QMS, Packet tracer, Obs Studio, cmd shell
- **Teamwork & Agile** – Leadership skill, Agile methodologies & sprint planning, Cross-functional collaboration, Project documentation & delivery.

Work History

FOH & Team Leader | Off to Work | London   **Dec 2024 – Present**

- Led small service teams of 4-10 staff on shift, coordinating role assignments, setting expectations, and ensuring team readiness before guest arrival.
- Trained new staff on venue protocols, service standards, and digital tools.
- Used digital systems to manage booking schedules, track event logistics, and maintain up-to-date documentation for FOH operations.
- Delivered front-line customer support at high-profile venues, including F1 events, Festive & Fabulous, and luxury 5-star settings, ensuring exceptional service.
- Actively listened to guest feedback and took initiative to resolve issues on the spot or escalate to a supervisor as needed.
- Coordinated with kitchen and service teams to ensure seamless delivery of services during high pressure events.

Quality Assurance Internship | Unisnacks Europe Ltd | Bedford   **Sep 2024 – Nov 2024**

- Supported the Quality Assurance team in conducting product inspections and documenting compliance with safety and brand standards.
- Utilised Microsoft Excel and internal audit tracking tools to record batch data and generate reports on defect trends.
- Participated in team meetings to discuss improvement initiatives and collaboratively troubleshooting recurring quality issues.
- Gained experience using digital documentation systems and workflow tracking platform under strict audit requirements.

- Developed a keen eye for detail and a structured approach to problem solving, balancing accuracy with speed.

Youth Advocate & Administrator | Sarinity Homes | London   **Oct 2021 – Aug 2024**

- Managed and updated resident records using digital administrative tools and case management software.
- Handled incoming calls from residents, families, and agencies like the police, social services and social workers.
- Responding to inquiries, de-escalating issues, and logged call details into the internal case management system.
- Coordinated appointments and maintained communications between external agencies and the support team.
- Utilised Google workspace and CRM-style tools to track progress reports and manage case notes.
- Regularly de-escalated emotionally sensitive situations through calm, respectful dialogue and key work sessions.

Extra Curriculum

Dissertation Project | Custom Point of sale & Inventory System   **Nov 2024 – April 2025**

University of Bedfordshire   **Distinction, 75%**

- Designed and developed a full featured POS and inventory management system for a live retail business in Nigeria (family-owned business).
- Built using PHP, SQL, JavaScript, jQuery, Bootstrap, CSS, and HTML, running on XAMPP (Apache & MySQL).
- System allowed for real-time inventory tracking, sales processing, and automated reporting to improve business efficiency and reduce stock discrepancies
- Collaborated with the business owner to gather requirements and iteratively test features in a real-world setting.
- Demonstrated skills in full-stack development, database design, user interface creation, and agile-style development practices.

Project Leader | Web Based Game Development   **Jan 2025 – March 2025**

- Led a team of four to design and deliver a web-based game following Agile project management principles.
- Oversaw sprint planning, stand-ups, and task allocation using tools like Trello and Google workspace.
- Ensured project milestones were met by facilitating effective communication, conflict resolution, and adaptive scheduling.
- Conducted risk assessments, resource estimations and time critical path analysis for project planning
- Documented progress and final deliverables with reflective writing, aligning with project closure best practices.
- Gained hands-on experience in Agile methodology, stakeholder communication, and team leadership.

Education

University of Bedfordshire | Luton, UK   **Sep 2022 - May 2025**

BSc Computer Science   **First Class Honours**

- Key Modules: Data structures & Algorithms, Cyber Security, Concepts of AI & Machine Learning, Operating Systems, Web & mobile apps development, IoT, Agile Project Management
- Member: University of Bedfordshire Engineering & Computer Science Society.

University of Bedfordshire International College | Luton, UK   **Sep 2021 – May 2022**
Computer Science Foundation Year

Courses

- **Cisco NETACAD,** Cybersecurity Essentials   **Sept 2023**
- **Cisco NETACAD,** Introduction to Networks   **Sept 2023**

References - Available on request.