Chukwuka Animmaku

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About Me

Dedicated service professional with over three years of experience delivering exceptional customer experiences across hospitality, social services, and in technical settings. I bring a unique combination of people skills, administrative precision, and technical knowledge which I have developed through hands-on-roles and academic projects in IT and quality assurance. I'm good at handling complex, high-pressure situation with calm and professionalism, I'm passionate about problem solving, supporting others, and continuously learning.

Skills / Expertise

- **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, PHP, SQL, JavaScript, jQuery, HTML/CSS, XAMPP, Bootstrap
- **Teamwork & Agile** – Agile methodologies & sprint planning, Cross-functional collaboration, Project documentation & delivery.

Work Experience

Front of House & General Assistant | Off to Work | London   Dec 2024 – Present

- 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.
- Used digital POS systems and Google sheets to manage booking schedules, track event logistics, and maintain up-to-date service documentation.
- 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 Manager | 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 2021- July 2025**

BSc Computer Science   **2:1 Expected**

References
- Available on request.