**EMMANUELA EVBUOMWAN**

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**EDUCATION**

**Purdue University Global** -Fort Lauderdale, FL Bachelor of Science in Information Technology Programming and Software Development Nov 2017 - Dec 2018

**Harborne Academy -** Birmingham, UK High School Diploma – Jul 2011

**RELEVANT EXPERIENCE**

**Bank of America -** Kennesaw, GA **Apr 2019 – Present**

**Preferred Consumer & Business Fraud Client Service**

* Review client accounts for possible fraudulent activity.
* Analyzed the level of risk and made decisions which directly impacted the client experience during important life events and meaningful moments.
* Resolving client’s concerns with the goal of exceeding each client’s expectations, no matter how large or small the request.
* Working in a professional, fast paced environment that requires accuracy, multi-tasking, and clearly communicating resolutions in an efficient manner.
* Meeting clients in the moments that matter to fully understand the need and fully resolve their situation the first time.
* Understanding how clients engage with us via technology (online, mobile), financial center and contact center to guide them on ways that we can improve their financial life.
* Navigating multiple computer applications while interacting with the client.

**Ignited Life Ministries Int. – Marietta, GA Feb 2018 - Present**

**Youth Pastor & Mentor**

* Mentoring youth and young adults in developing their leadership skills.
* Collaborate with church leaders in planning, developing and implementing all aspects of a balanced and engaging youth ministry.
* Train and recruit volunteers for efficient implementation of church programs.
* Provide support to youths and help them realize their individual goals.
* Administer and plan numerous youth programs like evangelism, retreats and Bible study sessions.
* Coordinate with parents of youth group members regarding their children's involvement and participation in the church.
* Assist in organizing and compiling of Sunday school curriculum.
* Participate and contribute to staff and church meetings.
* Train youths on how to be future faith-filled leaders and set up programs to facilitate spiritual growth.
* Develop and maintain effective relationships with various leaders in the community for purposes of swift outreach programs.

**SunTrust Bank -** Atlanta, GA **Apr 2016 - Aug 2018**

**Credit Card Specialist**

* Handles service calls from customers, while looking for sales referral opportunities for banking products and services other than loan products.
* Resolves problems and complaints clients may have about banking products and services other than loan products.
* Consistently exceeded weekly credit card application targets by 10%+ with innovative up-selling techniques.

**Macys –** Atlanta, GA **Feb 2015 – Apr 2016**

**Sales Associate**

* Cashier
* Answered phone calls from customers to check for availability for merchandise.
* Handled cash register and balanced the register.
* Credit card specialist.

**NatWest Bank** -London, UK **Mar 2012 - Nov 2014**

**Personal Banker**

* Assist bank customers with opening and closing accounts, including issuing debit cards and personal checks.
* Recommend appropriate account services to customers based on financial situation and communicate benefits to achieve 15-20 new accounts per month
* Resolved claims of fraudulent purchases on customer accounts and advised customers on increased security practices
* Achieved 100% of sales goals each month.
* Performed teller Functions including check cashing, deposit and payment.

**Haven Social Care -** London UK **Feb 2009 - Mar 2012**

**Administrative Assistant and Secretary**

* Handled written correspondence, taking messages, answering and forwarding calls.
* Made appointments and maintaining schedules for supervisor.
* Managed and reviewing filing and office systems.
* Responsible for bookkeeping and general Office Clerk duties.
* Organized schedule and creating agendas for meeting.

**Technical Qualifications/Skills**

* Software Development Experience:
  + C#
  + Java
  + JavaScript
  + Python
* Website Development - Developed Various Websites Using:
  + - HTML
    - CSS
    - JavaScript

**Personal Skills**

* Strong analytical problem-solving skills.
* Working in a professional, fast paced environment that requires accuracy, multi-tasking, and clearly communicating resolutions in an efficient manner.
* Proficient in Microsoft Office.
* Ability and willingness to learn new technologies and patterns
* Self-motivated and able to work without close supervision
* Team player
* Excellent communication skills in verbal and written forums
* Experience in 10-key alpha/ numeric data entry.
* Team Leadership.
* Cash Handling.