



# CHUKWUEMEKA FLORENCE

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21372 Malmö, Sweden

## PROFILE

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Hardworking and results-oriented IT enthusiast with great management, organisational, research, engineering, product design, problem solving seeking an entry-level position.

## WORK EXPERIENCE

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### Personal Assistant to the Chief Executive/Secretary

December 2019 – July 2021

OneServe Limited,

Abuja, Nigeria

- Procedural documentation and relevant reports,
- Kept reliable and thorough account of the expenses,
- Arranged classified, complex, and detailed documents,
- Managed the maintenance of the electronic equipment,
- Identified and analyzed new potential business for the company,
- Marketed and advertised the business solutions the company offers to customers,
- Arranged complex and detailed travel plans.
- Preserved safe and clean work environment by keeping the workplace neat.

### Field Support Officer (Technical)

March 2018 – November 2019

OneServe Limited,

Abuja, Nigeria

- Monitored and maintained MDA scan stations,
- Troubleshooting,
- Solved network problems,
- Diagnosed and solved hardware/software faults,
- Procedural documentation and relevant reports,
- Evaluated interface between hardware and software.

### Customer Relationship Manager

November 2017 – February 2018

Galaxy Backbone Limited

Abuja, Nigeria

- Spearheaded the team of 5 to create and modify a Customer Relationship Management database (CRM)

### Customer Relationship Officer

December 2010 – November 2011

Nomek Holdings

Lobatse, Botswana

- Attended to customer enquires and requests
- Channelling them to the appropriate departments
- Inputting and updating of customers data
- Issuance of receipts to customers
- Regular Update of product database

## VOLUNTEER

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### Customer Representative

December 2016 – November 2017

Galaxy Backbone Limited

Abuja, Nigeria

- \* Managed Customer Relationship Management Database,
- \* Handled customer complaints,
- \* Processed orders,
- \* Marketed products and services,
- \* Evaluated the interface between hardware and software,
- \* Maintained software systems.

## EDUCATION

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### **Master's Degree** | *Software Engineering*

Blekinge Institute of Technology - BTH

2020 – current

Karlskrona, Sweden

### **Bachelor's Degree** | *Information technology*

Lobachevsky State University of Nizhni Novgorod

2011 – 2015

Nizhny Novgorod Oblast, Russia

## SKILLS

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**Programming:** HTML5, CSS3, JavaScript, React, MySQL, C#

**Software & Tools:** WordPress, Github, Trello, Miro, SketchUp, LaTeX, Microsoft Office Suite, Figma, Adobe XD, Canva, Eclipse, Visual Studio Code

**Others:** Web design, UI/UX design, Product development, Web development, Web Security, Photo & Video editing

## PROJECTS

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### **Bachelor's Thesis** | *Lobachevsky State University of Nizhni Novgorod*

2014 - 2015

- This project was about Validation of Association rules. Association rules is used to find frequent patterns, correlations among sets of items or objects in a transaction database. Apriori Algorithm was used in this project to find the frequent bought items and what the customers usually buy with those items on an online store.

- The tools used were JavaScript, Java, My-SQL, .NET, PHP, HTML and CSS

## CERTIFICATIONS

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### **Introduction to User Experience Design**

Coursera

The goal is to design artifacts that allow the users to meet their needs in the most effective efficient and satisfying manner. The course introduces the novice to a cycle of discovery and evaluation and a set of techniques that meet the user's needs.

### **React**

ReDi School of Digital Integration

Create an App using React. Learn Components and Props, State & Handling Events, Lists & Keys, and Forms.

### **JavaScript**

ReDi School of Digital Integration

Create and deploy a simple web application using JavaScript.

### **HTML and CSS**

ReDi School of Digital Integration

Learn the basic skills of web development with HTML and CSS and use them to create a simple website.

### **Introduction to Cybersecurity**

CISCO Networking Academy

Introductory knowledge of cybersecurity, Network Vulnerabilities, Privacy and Data Confidentiality and Threat Detection.