fumnanya obi

2046982072— | fumnanya.obi@gmail.com | linkedin.com/in/fumnanyaobi | github.com/fumnanya12

EDUCATION

University of Manitoba   Winnipeg, MB
Bachelor of Science - Major in Computer Science   *Sept 2018 – OCT 2024*

EXPERIENCE

Customer Service Representative   Dec 2019 - Sep 2024
Skip the Dishes   *Winnipeg, MB*
- Efficient Coordination and Communication: Managed seamless operations between customers, restaurants, and couriers, ensuring clear communication, smooth deliveries, and timely resolution of issues to enhance user experience.
- Customer-Centric Problem Solving: Identified customer needs, provided tailored solutions, and deescalated issues effectively, achieving a 20 percent increase in customer satisfaction.
- Feedback and Insights: Relayed quality feedback to restaurants and provided valuable insights into customer expectations to improve service offerings.
- Customer Support Excellence: Delivered exceptional customer service through proactive assistance, fostering trust and satisfaction by resolving challenges promptly and effectively.

Leader peer advisor   Apr 2017 - Jun 2018
International College of Manitoba   *Winnipeg, MB*
- Led training and coordination for 5+ peer advisors, enhancing student orientation success.
- Organizing presentation for the new international student for orientation
- Worked collectively with education professionals to deliver in-school support for identified students in courses
- Coordinated the development and implementation of students Individualized Education Programs (IEPs)

PROJECTS

Spotify Playlist App | *Python, Flask, MongoDB, Javascript*   Aug 2024 –Sept 2024

https://github.com/fumnanya12/Playlist.git
- Developed an app to create personalized playlists based on user listening data
- Developed a web application using Flask to integrate with the Spotify API, enabling secure OAuth-based user authentication.
- Designed and implemented a responsive UI using HTML, CSS, and JavaScript, providing a seamless user experience across devices.
- Built functionality to fetch, store, and analyze user listening patterns, paving the way for personalized playlist generation

TECHNICAL SKILLS

Languages: Java, Python, SQL (Postgres), JavaScript, HTML/CSS,
Frameworks: React, Flask
Skill: JIRA, Agile Development, Test-driven Development, Problem-solving, Debugging, Organizational, Analytical Skills.