
PRECIOUS OKON

PROFILE

Proven Computer Science specialist skilled in Customer Service, with a strong foundation in Math, programming logic and cross-platform coding. I am able to take ideas from concept to production.

EXPERIENCE

EDUCATOR, LULULEMON; REGINA, SASKATCHEWAN – 2020–PRESENT

- Effectively educate guests on the fabrics, features, fit and function of product and also handle inquiries and complaints.
- Process payments, refunds and exchanges while ensuring stock replenishment in work areas.
- Handle outbound and inbound calls; Build rapport, listen, clarify and manage conversational flow to ensure sale and guest satisfaction..
- Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.

IT SUPPORT, GWT PETROLEUM LTD; NIGERIA – 2017–2019

- Supported customers and managed a team of 5 with basic technical support for current and past software releases.
- Installed, serviced and upgraded over 100 windows computers.
- Avoided repetitive incidents through publishing “how to’s” and “tips” to users on a regular basis.
- Provided complete IT technical support services and assisted global management teams to ensure efficient business processes.
- Quickly solved 20+ customer issues daily with 95% success.
- Conducted IT services training for 20 new employees.

SALES ASSOCIATE, H&M; REGINA, SASKATCHEWAN – 2018–2019

- Recommend, select, and help locate or obtain merchandise based on customer needs and desires.

- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security policies.
- Process payments, refunds and exchanges while ensuring stock replenishment in work areas.

SOFT SKILLS

- I have acquired project and time management skills during my education and in the workforce, as well as the ability to communicate with team members and clients while effectively meeting milestones and deadlines.
- I have worked with senior computer programmers, information technology professionals, customer service professionals, and clients to solve problems.
- Solid track record of communicating with customers and branch offices, in order to provide them with the required information on the telephone.

EDUCATION

UNIVERSITY OF REGINA, SASKATCHEWAN – COMPUTER SCIENCE, DIPLOMA

- Excelled in Computer Science and Mathematic coursework and labs and Provided student tutoring to 10 classmates

TECHNICAL SKILLS

WEB; HTML, CSS, JAVASCRIPT, PHP, MYSQL, AJAX. **GRAPHICS**; PHOTOSHOP, ILLUSTRATOR, HTML&CSS. **SOFTWARE**; C++, JAVA, C#, SQL **MICROSOFT OFFICE**; EXCEL, ACCESS, POWERPOINT WORK.

VOLUNTEER EXPERIENCE

Tender Hearts Foundation

- Volunteering and fundraising for underprivileged children.

REFERENCES

Provided on request.