CHIOMA CHIMERE KAMALU

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**PROFESSIONAL AND PERSONAL SUMMARY**

I have 6 years’ experience in IT Services, which has allowed me to acquire a lot of Software skills, computer hardware related knowledge, and a few soft Skills including Customer Service Management in world class organizations like Schlumberger and Galaxy Backbone limited.

I am a Recent Graduate of **Industrial Mathematics - Computer Science** **option**, from Covenant University.

I am currently looking for job opportunities in the Data industry that could help me grow as a data scientist.

**CAREER HISTORY**

**Galaxy Backbone Limited**

NYSC Intern: Oct 2021 - Date

Job title: Service Desk Analyst

KEY ROLES:

- Documentation, tracking, and monitoring of reported customer issues/requests to ensure resolution/completion in a timely manner.

-Querying and Updating Company’s database with new Customer records

-Network monitoring using Allot software

-Email Provisioning for Govmail Customers

-Support for Virtual Private Server and Shared Server environments

-Responsible for the performance of monthly Service Review Calls, documentation and follow up of the conversation output

-Preparation of reports, which include daily, weekly and monthly reports of the Service desk activities.

**Perfex CRM (Online)**

Customer/Service desk support: Aug 2021 - Oct 2021 (3 months)

KEY ROLES:

***-*** Identified leads and ensured their pre-purchase questions were answered duly

- Replied appropriately the incident and request tickets of existing users with technical or structural challenges(issues)

-Recorded and followed up with service issues to ensure possible changes are effected in subsequent updates or versions

-Routine monitoring of Customer Dashboards

**Omni Controls, Abuja**

Technical Intern: Aug 2021 - Oct 2021 (3 months)

KEY ROLES:

-Participated in the Installation of Home Automation, Smart Security Devices,

access control systems, and other Custom Electronics

-Joined the working team to map out structures for the building and installation of home cinemas, and many other custom electronics

-Ensured proper documentation of all the processes in the installations of the devices and facilities mentioned above.

**Schlumberger Limited**

Student Intern: Feb 2019 - Aug 2019 (7 months)

-Served as a Well Testing Intern and a Junior Tech support.

**Freelancing**

- Web design using Wordpress, HTML, CSS and Java script: 2018- 2021

- Blog Post creation: 2019 - 2021

- Data analysis: 2020- current

**EDUCATION AND QUALIFICATIONS**

2016-2021 COVENANT UNIVERSITY

Industrial Mathematics-Computer Science

2010-2016 COVENANT ACADEMY PORT-HARCOURT

Qualification: West African Senior School Certificate

**TECHNICAL SKILLS SUMMARY**

* Data Validation, Visualization and Analysis
* Machine Learning with Python
* Static Web Design using HTML and CSS
* Process Management
* Network-Monitoring using Allot software
* PANDAS, NUMPY, MATPLOTLIB, Seaborn and SKLEARN
* Python, C, R, SQL, and Java Programming up to intermediate level
* Tableau
* Motion Graphics and Illustration
* GIT and Github
* Health Safety and Environment 1, 2, and 3

**SOFT SKILLS SUMMARY**

* Problem-Solving Skills
* Telephone Etiquette
* Time Management Abilities
* IT-Support/Customer Support
* Teamwork
* Critical thinking
* Interpersonal Communication
* Creative writing and Content Creation
* Work Ethic

**CERTIFICATIONS AND TRAININGS ACQUIRED**

* Health, Safety and Environment Competence Development Certificate course, level 1 - online and offshore safety institute of Nigeria. OOSI, Issued Aug 2019 - Expires Aug 2025
* Health, Safety and Environment Competence Development Certificate course, level 2 - online and offshore training institute, Issued Aug 2019 - Expires Aug 2025
* Health, Safety and Environment Competence Development Certificate course, level 3 - online and offshore training institute of Nigeria, OOSI, Issued Aug 2019 - Expires Aug 2025
* Identifying Security Vulnerabilities - University of California, Davis
* Cracking the Creativity Code: Discovering Ideas - Coursera
* Internet and Website Design - Udemy & YouAccel
* Machine Learning with R - Udemy
* CSS and JavaScript - Udemy
* Python Bootcamp for Data Science Numpy, Pandas & Seaborn - Udemy
* Machine learning in R and Predictive models - Udemy
* Introduction to SQL (Complete Track) - Datacamp
* Python for Data Science (Complete Track) - Datacamp
* Ordinary Differential Equations - Coursera

**ACTIVITIES AND INTEREST**

* Writing (non-fiction and fiction)
* Illustration and Motion Graphics

**REFFEREES**

(Available Upon request)