

# KECHI EMEROLE

Toronto, ON. | (403) 998-4080 | kechiemerole@gmail.com | <https://www.linkedin.com/in/kechi-emerole/>

## EDUCATION

### York University

*Bachelor of Arts Degree-Information Technology*

**Toronto, ON**

Sept 2019 – Present (expected graduation - June 2023)

## WORK EXPERIENCE

### Department of Athletics and Recreation, York University

**Toronto, ON**

*Client Services Representative*

Sept 2021- Present

- Engineer troubleshooting operations by resolving over 150 inquiries and issues regarding client account activation, suspension, eligibility, and refund operations.
- Utilize technical skills, including proficiency in Fusion and Microsoft Excel, to efficiently manage and maintain information system databases and filing systems.
- Exhibit strong communication skills by providing clear and concise directional information to over 100 clients daily.

### TD Bank

**Toronto, ON**

*Credit Applications Intern*

May 2022 - Sept 2022

- Monitored and analyzed requests and incidents related to credit operations and assigned tasks to team members using Robotic Arm Tracker (RAT) incident ticketing system.
- Performed incident prioritization and escalation involving business and technology partners by handling high priority incidents in generic inbox and ServiceNow, with over 200 inquiries and tickets daily.
- Generated reports on (RAT) incident ticketing system and performance using Microsoft Excel.

### Institute for Social Research (ISR), York University

**Toronto, ON**

*Telephone Interviewer*

Jun 2021- Aug 2021

- Accurately collected information and coded call outcomes using Computer Assisted Telephone Interviewing (CATI) for clients such as the Ministry of Health and The Canadian Fitness and Lifestyle Research Institute.
- Presented research objectives to respondents using clear and concise verbal skills to the general population in Ontario, using approved protocols.
- Demonstrated ability to meet daily interview quotas by interviewing over 50 clients daily.

### New College, York University

**Toronto, ON**

*Peer Mentor*

Sept 2021 - Dec 2021

- Acted as a guide to a group of 25 incoming first year students majoring in Information Technology by providing directions to appropriate resources and responded to their email inquiries in a timely manner.
- Coordinated study sessions and zoom meetings with mentees and answered various inquiries about the Information Technology program at York university.

## PROJECTS

### Drug Consumption Dataset

**Toronto, ON**

*Data Analyst*

Jan 2023 - Apr 2023

- Performed Exploratory data analysis on a drug consumption dataset with over 1800 respondents using python.
- Developed and tested multiple algorithms with the goal of predicting the likelihood of drug abuse based on personality traits.
- Created data visualizations using Power BI

## SKILLS

- Technical skills: HTML, CSS, JavaScript, React Native, MATLAB, Python, SQL, Power BI, JIRA, Figma, Microsoft Office software.