

Professional Summary

Customer Success and Technology Professional with a strong software background and proven communication skills. Experienced in stakeholder collaboration, onboarding, technical support, and customer engagement. Adept at simplifying technical issues for clients, increasing satisfaction, and aligning product solutions with user needs.

Skills

Customer Communication
Onboarding & Training
CRM Tools · Issue Resolution
Technical Product Support
Data Analysis
SEO
Social Media (Hootsuite)
Tools: React.js, Node.js, SQL, HubSpot, Google Analytics

Work Experience

Communication Manager ZKTECO West Africa	January 2023 – December 2023
<ul style="list-style-type: none">Executed SEO-driven campaigns that boosted website traffic by 35% and enhanced brand visibility.Leveraged Hootsuite to schedule and manage social media communications, increasing customer engagement by 20%.Collaborated with sales and technical teams to address product inquiries, achieving a 98% customer satisfaction rate.	

Software Engineer Intern National Institute of Information Technology	May 2020- December 2021
<ul style="list-style-type: none">Assisted in front-end debugging tasks, improving website uptime by 25%.Developed relational databases with SQL, enhancing data retrieval efficiency by 15%.Gained hands-on experience with Agile workflows, including sprint planning and collaborative code reviews.	

Education

- M.Sc. Applied Modelling & Quantitative Methods**
Trent University | Jan 2024 – Apr 2025
Capstone: Built a 92% accurate financial forecasting tool using R + Node.js APIs.
- B.Sc. Computer Science**
Caleb University | Sep 2019 – Sep 2022