

OBAITAN CHRISTIAN FRANCIS OSHOKHOJE

7 Sulaimon Abdullahi Street, Agungi, Lekki Peninsula II, Lagos State

E-mail: chrisobaitan@gmail.com

Mobile: +234 805 367 8331

PROFILE:

I am a hardworking individual with the ability to learn quickly and find the most efficient way of delivering on tasks. I am a highly motivated goal-getter capable of working individually as well as part of a team to reach set objectives.

WORK EXPERIENCE:

01.2021 – date:

Front-end Software Engineering.

Honed my skills by freelance building various websites and projects with erstwhile development languages such as HTML5, CSS3, BOOTSTRAP, JAVASCRIPT, REACT.

12.2020 – date:

Customer Service Officer.

The Customer Service Co. Lagos, Nigeria.

- Handling project management of new service brands projects.
- Managing customer requests via telephone and through various online channels – emails, Skype etc.
- Providing customer support through electronic CRM tools, tracking tools, and ensuring all set KPIs in relation to customer needs are met.
- Planning, implementing, and tracking of marketing measures.
- Organizing various brand introduction and advertising events, handling media communication content and media relations.
- Actively managing the process of customer/client crisis management, reporting concerns and solutions feedback.
- Contributing to the process of market study, marketing budget, also competition interpretation and analysis.
- Assisting in content creation for mobile communications and applications.

07.2018 – 01.2019:

Customer Service Officer/Online Sales Representative.

Patricia.com.ng. Lagos, Nigeria.

- Support in the entire process of securing new customers, managing customer accounts, deployment of solution and interfaced with clients and customers to ensure service excellence.
- Overseeing transactions from inquiry to completion.
- Processing customer transactions in a quick and timely manner.

- Building, maintaining, and managing third party relations.

01.2017 – 12.2017: **Administrative Officer.**
Ministry of Youths & Sports. Ibadan, Nigeria.

- Disbursement and reception of all documents and files coming in to and going out of the department.
- Planning as well as organization of state functions and activities, such as the Independence Day celebrations.

SKILLS:

01.2020 – date: **Front-end Software Engineering.**
Udemy Online School for programing.

02.2019 – 12.2019: Sololearn Online Academy for programming and Coding.

- HTML/HTML 5
- CSS/CSS3
- JavaScript
- Java
- C++

CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

- Google Adwords certification (Stage I).
- Google Adwords fundamentals (Stage II).
- Office Productivity Software Training (Microsoft Office Suite: Word, PowerPoint, and Microsoft Excel)

EDUCATIONAL QUALIFICATIONS:

12.2008: **BSc. Sociology & Anthropology (Hons)**
Obafemi Awolowo University, Ile-Ife, Osun State

INTERESTS:

Media, Music, Tech, Politics and Fashion