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## MICHAEL OYINNIJESU DEBORAH

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### PROFESSIONAL SUMMARY

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To pursue and develop a professional career in an enterprising organization with the use of my strong analytical and administrative skills, thus adding value to the organization and helping in achieving its goals.

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### WORK HISTORY

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#### **Transaction officer – Data intern, 11/2023 – till present**

##### **Access Bank Plc– Lagos, Nigeria**

- Analyzing data and reports to get useful business insights
- presenting information generated from data to clients and managers
- Creating visual representations of data findings through charts, graphs, and dashboards to make the data understandable.
- Analyzing data using statistical tools and techniques to explore and analyze data, identifying patterns, relationships, and trends.

#### **Customer Service Representative – Front Desk, 06/2022 – 05/2023**

##### **Access Bank Plc– Lagos, Nigeria**

- Give maximum attention to customers of Access Bank Plc.
- Actively listened to customers, understood their needs, and provided accurate and timely information or solutions.
- Made sure all customer's complaints are solved.
- Effective use of customer relationship management software(CRM)

#### **Customer Service Officer/Front desk officer, 02/2021 – 07/2021**

##### **JHIT Solutions– Lagos, Nigeria**

- Maintained a good relationship between with the clients and prospective clients of JHIT Solutions,
- Educated clients about web designs that suit their line of business.
- Made sure clients are satisfied with our services.
- Edited, wrote, or designed Website content, and assisted team members to produce content.

#### **Undergraduate Intern – IT consulting, 04/2019 – 02/2020**

##### **Makin touch consulting, Ikeja Nigeria – Lagos, Nigeria**

- Provided customer care services to clients.
- Designed and updated IT training materials.
- Carried out Research to identify new IT trainings available.

- Identified and solved problems that interfered with clients satisfaction.
- Sent out mails to notify clients about new IT trainings available in the company.

**Undergraduate Intern, 02/2018 – 08/2018**

**Baye Business Solutions Limited, Mushin – Nigeria**

- Worked with the hardware team to troubleshoot computer system faults.
- Provided customer care services.
- Educated Clients on how to get the best cloud computing services for their organizations.

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## SKILLS

- Graphics Designing (Figma)
- Technical knowledge
- Active listening
- Data Analysis (Excel, power bi, tableau)
- Empathy
- Effective communication
- Social media management

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## EDUCATION

**Ajayi Crowther university – Oyo , Nigeria Bachelors of science, Computer Science : 02/2024 - 2026**

**Yaba College of Technology - Yaba, Lagos State, Nigeria**

**Higher National Diploma:** Computer Engineering, 04/2022

Graduated with Distinction

**Yaba College of Technology - Yaba, Lagos State, Nigeria**

**Ordinary National Diploma:** Computer Engineering, 05/2019

Graduated with Upper Credit.

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## CERTIFICATIONS

- Data Analysis (Power BI ,Tableau ,Excel, Python, Sql) – **In training**
- Project Management(Basics) – **Project management institute**
- Front End Web Development(Html and Css) – **Codevixens Academy**
- CCNA (Beginner) – **Makintouch Consulting.**
- Desktop Publishing – **Unique computer School**

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## HOBBIES AND INTERETS

As an active social individual and a good communicator, I enjoy solving problems with the computer, discussing about trending issues, traveling, reading, social networking and movies. I enjoy meeting new people, I am a freelance writer and researcher and I volunteer for a social group for promoting work life balance.