

# Juliana Chidiniru Ngharamike

## Data analyst

### CONTACT ME

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### EDUCATION

2024  
Harvoxx Techhub  
Diploma Data Analytics

2021  
Michael Okpara University of  
Agriculture Umudike Abia State  
B.Sc. Computer Science

2012  
Zenith International School okposi,  
Ebonyi State  
Senior School Certificate

2007  
Umieze Uzoagba Community school  
Ikeduru, imo state  
First School Leaving Certificate

### SKILLS

- Proficient in SQL
- Proficient in Python
- Proficient in Microsoft Excel
- Filing and Data Archiving
- Professional Mail Handling
- Document Control
- Project Support
- Excellent interpersonal and organizational skills
- Ability to learn
- Attention to details
- Good interpersonal skills
- Ability to work effectively in a team
- Self Confidence
- Good oral skills
- Good writing skills
- Proficient in Microsoft Access
- Proficient in Microsoft Word

### Professional Summary

To build a career in a fast growing organization where I can get the opportunities to prove my abilities by accepting challenges fulfilling the organizational goals and climb the ladder through continuous learning and commitment.

### WORK EXPERIENCE

#### Life Spring Laboratory - Asaba

2022 - 2023

##### Customer Service Representative

Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.  
Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.  
Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.  
Responded to customer requests for products, services, and company information.  
Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.  
Maintained detailed records of customer interactions, ensuring proper follow-up and resolution of issues.

#### Assistant Secretary

2021- 2022

##### Directorate of local government affairs National Youth Service Corps - Asaba, Delta

Sending and responding to mails  
Assembling pensioners information into the database of the directorate  
Ensuring that files are properly sorted according to units  
Carrying out other duties as assigned by my superiors  
Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.  
Developed strong working relationships with colleagues through effective collaboration on shared tasks.  
Kept reception area clean and neat to give visitors positive first impression.  
Managed sensitive information with discretion, ensuring the confidentiality of company documents and communications.  
Responded to inquiries from callers seeking information.  
Assisted in budget management tasks, monitoring expenditures to stay within allocated financial resources.

#### Computer Operator

2019 - 2020

##### JP Concepts Computers - Umuahia

Generated reports covering details about data, system operation, and error monitoring.  
Maintained a high level of accuracy in data entry tasks, resulting in improved overall data quality.  
Maintained spreadsheets of data across multiple systems.  
Reacted calmly during times of highly stressed or emergency situations.

#### Industrial Training center student IT

2018

##### Computer Technical Unit Center MOUUAU, Abia - Umuahia

Enhanced IT skills of fellow students by conducting comprehensive training sessions on various software tools.  
Provided technical support to peers and instructors, ensuring smooth running of classroom activities.  
Conducted research on emerging technologies and presented findings to faculty members, leading to updated course content.  
Evaluated student performance through assessments and provided constructive feedback for improvement.

## PERSONAL ATTRIBUTES

- Ability to learn, pay attention to details and work under pressure.
- Good interpersonal skills and ability to work effectively in a team. Self Confidence and Improvements.
- Ability to produce desired output in system software such as Microsoft PowerPoint, Word and Excel
- A good understanding of English and Igbo language.
- Excellent interpersonal and organizational skills
- Patient by nature and never getting irritated if things go slowly

## EXTRA CURRICULAR ACTIVITY

- Researching
- Reading and internet research
- Listening to music
- Watching movies

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## REFERENCES

AGUBUCHE CHIEMERIE  
CHIMDIYA

Lecturer, Department of Computer  
Science  
Michael Okpara University of  
Agriculture Umudike  
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