**BLESSING AGBORUME**

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**SUMMARY**

Innovative and detail-oriented Frontend Developer with 2 years of experience in building and optimizing user-focused websites and applications. Proficient in HTML, CSS, and JavaScript, with hands-on experience in modern framework such as Angular. Skilled in creating responsive, visually appealing, and highly functional user interfaces. Committed to delivering high-quality solutions that enhance user experience and drive engagement.

**PROFESSIONAL EXPERIENCE**

**IT Support Intern, Zedcrest group VI, Lagos July 2023 - Present**

* Successfully resolved 95% of escalation problems, maintaining a 98% client satisfaction rate.
* Provided support via phone, email, and tickets, addressing issues like login errors, and achieving a 30% reduction in average resolution time.
* Maintained a high customer satisfaction score of 97% in financial scenarios through precise and effective problem-solving.

**Front-End Developer, International and Engineering Technology Limited, Apr 2022 - July 2023**

**Maryland, Lagos**

* Collaborated with teams to troubleshoot and debug code, resulting in a 25% improvement in product functionality and a 20% reduction in bugs.
* Proficient in HTML, CSS, Javascript and TypeScript through hands-on experience and advanced training at ITECH, contributing to a 11% increase in front-end development efficiency.

**Bravo Trophies Limited, Ikeja Lagos Jan 2021 - Feb 2022**

* Efficiently welcomed and guided over 50 office visitors weekly, achieving a 95% satisfaction rate in visitor feedback surveys.
* Streamlined the appointment scheduling process, increasing booking accuracy by 22% and reducing appointment conflicts.

**EDUCATION**

**Bachelor of Science Nov 2017 - July 2022**

Ekiti State University

* Computer Science (2nd Class Upper Division)

**Senior School Certificate Sept 2007 - Aug 2013**

* Sharon College, Ibadan

**KEY SKILLS**

* Technical Support and Troubleshooting
* Customer Service and Communication
* Team Collaboration and Coordination
* HTML, CSS, JavaScript and Typescript
* SQL and Postman
* Angular and ASP.NET

**PORTFOLIO**

* <https://ikennaokechukwu.my.canva.site/blessing-agborume-portfolio>

**REFEREE**

* Reference available upon request