# WINIFRED ACHINIKE

Computer Science Graduate & IT Professional

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Nigeria • Open to Remote Opportunities

## PROFESSIONAL PROFILE

Proactive Computer Science graduate with skills and experience in IT support, digital marketing automation, and software development. During my NYSC internship in 2024, I supported 500+ enterprise users and co-developed a workflow automation website (IBEDC Change Management System). I am skilled in front-end development, mobile app development (flutter + firebase), CRM integration, and technical support across multiple platforms. Currently advancing cybersecurity expertise through the 3MTT program. Seeking opportunities to leverage technical skills and problem-solving abilities in a growth-oriented environment.

## CORE COMPETENCIES

**Technical Support & Administration**

- Helpdesk operations (ManageEngine, Active Directory, Multi-channel support)
- Hardware/software deployment & troubleshooting
- User account management & access controls
- Technical documentation & training
- Cybersecurity: Networking, Risk Assessment, Wireshark

**Development & Digital Marketing**

- Web: HTML, CSS, JavaScript, Tailwind CSS, API integration, Git/GitHub, Vercel, VS Code
- Mobile: Dart, Flutter, Firebase, Hive
- Marketing Automation: HubSpot, Mailchimp, Zapier, Meta Business Suite, lead generation
- Business Tools: Microsoft Office, Google Workspace, ClickUp, Notion, Canva, Calendly

## PROFESSIONAL EXPERIENCE

**Freelance Virtual Assistant & Developer**                                              Sept 2024 - Present
Remote

- Built a 100% automated lead generation funnel integrating HubSpot, Mailchimp, and Zapier [Link]
- Created a responsive portfolio website using HTML, CSS, Tailwind, and JavaScript hosted on GitHub & Vercel [Link]
- Developed marketing assets (graphics, videos) and comprehensive content calendars using Canva, CapCut Pro, Meta Suite and Google calendar
- Designed automated email sequences with personalized merge tags using Mailchimp and included a self-service booking system with Calendly

**IT Support Specialist & Business Application Administrator (NYSC Internship)** Dec 2023 - Oct 2024
Ibadan Electricity Distribution Company (IBEDC)

- Managed 500+ enterprise user accounts via Active Directory and resolved 80+ weekly helpdesk tickets
- Provided multi-channel technical support (phone, email, remote & in-person) for users of enterprise applications and platforms
- Administered user accounts including creation, password resets, activation/deactivation across multiple platforms
- Performed QA testing for enterprise applications, identifying and reporting bugs before deployment
- Supported hardware setup (desktops, laptops, printers, and network equipment), conducted user training and authored technical documentation
- Co-developed a web-based Change Management System, automating document routing and reducing approval time by 30% [Link]
- I also supported the Chief Legal Officer for a short period with administrarive tasks

**Software Developer Intern (Mobile & Web)** May 2021 - Oct 2022
O'Bounce Technologies & 1App (Fintech)

- I developed cross-platform mobile apps using Flutter and Firebase with UI/UX implementations
- Built a fully responsive e-commerce website (Glam Chic)
- Performed QA testing, bug identification, and code reviews while mentoring peer interns

## EDUCATION

**Bachelor of Science in Computer Science** Aug 2023
Dominican University, Ibadan • Second Class Upper Division

Relevant Coursework: Software Engineering, Project Management, Database Systems, AI & Machine Learning
Leadership: Student Council Member, Electoral Committee Secretary, Hostel Representative • Recieved an Award of Excellence

## KEY PROJECTS

**Marketing Automation Project:** Automated lead generation campaign for Apex Build Co. using HubSpot, Mailchimp, and Zapier. [Link]

**IBEDC Change Management System:** Web-based system for tracking and approving change requests, streamlining workflow and improving transparency. [Link]

**Weather App:** Responsive weather app displaying real-time conditions for cities worldwide via external API. [Link]

**My ToDo App:** Flutter task manager with reminders, recurring schedules, and Firebase sync for cross-device access. [Link]

**MedTrack (Final Academic Project):** Cross-platform medical management app built with Flutter and Firebase, enabling healthcare professionals to track patient records, appointments and inventory. [Link]

**Glam Chic Store:** E-commerce site for footwear and bags, featuring responsive design, cart, and user authentication. [Link]

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- 3MTT Cybersecurity Program - Nigeria (Ongoing)
- Cisco Certified Network Associate (CCNA) - Enrolled
- National Youth Service Corps (NYSC) - Completed 2024
- Mobile Application Development - O'Bounce Technologies
- Web Development - SheCodes
- McKinsey Youth Forward Program - Leadership