

Stella Nkechi ENEH

Gender Female | (+234) 8065194090 | stellanechi65@Email.com | www.linkedin.com/in/stella-eneh,

No 3 F-LINE Federal housing estate Calabar, Cross river state,Nigeria.

About me: A goal-driven, and digitally savvy platform assistant with over four years experience in the banking and telecom sector. Skilled in providing computer and digital platform support to maximally improve customer experience at all times. Seeking a more challenging opportunity in your Organization where I would immensely contribute towards meeting my prospective organization's goals, while ethically utilizing personal development opportunities.

e EDUCATION AND TRAINING

18/02/2016 — 06/12/2017 — Zamfara, Nigeria
HIGHER NATIONAL DIPLOMA - Polytechnic of Nigeria, Abdu-Gusau

Field(s) of study
° COMPUTER SCIENCE
Distinction Design and implementation of data encryption and decryption techniques

07/02/2013 — 15/12/2015 — Zamfara, Nigeria
NATIONAL DIPLOMA - Polytechnic of Nigeria, Abdu-Gusau

Field(s) of study
° COMPUTER SCIENCE
Upper Credit

01/1 0/2020 — 31/12/2020
CODE IN PYTHON - SheCodeAfrica

<https://www.shecodeafrica.org/>

16/07/201 8 — 08/12/201 8 — Calabar, Nigeria
WEB DEVELOPMENT (HTML, CSS, JAVASCRIPT) - Nugi Technologies

07/01/2016 — 29/01/2016 — Kano, Nigeria
"HOW MAY I HELP YOU" TRAINING - MTN Nigeria

● WORx ExPERIENCE

01/07/2019 — CURRENT — Calabar, Nigeria
PLATFORM ASSISTANT - FIRST CITY MONUMENT BANK LTD.

- ° Perform customer on-boarding, and provide general system support to account officers and support team on need basis for the purpose of improving customer experience.
- ° Provide system support for account opening, validation, and updating.
- ° Co-ordinate periodic reports required by the Branch/Department, and maintain a log of all issues being handled by Customer solutions.
- ° Implement the filing and maintenance of all correspondences and ensure that all files are made available on request (i.e. Compliance and GIA).
- ° Regularly update Branch Files (Investments & Credit Files).
- ° Achieved a higher speed in account number generation through an expedited validation and updating process.

09/04/201 8 — 1 0/04/2019 — Calabar, Nigeria

- Led the transitioning from paper-based to computer-based operations in document processing activities.
- Supervised the sorting and distribution of incoming and outgoing posts.

03/02/2015 – 04/03/2018 – Zamfara, Nigeria

SYSTEM ADMINISTRATOR/ CUSTOMER CARE REPRESENTATIVE - MTN (MOBILE TELECOMMUNICATION NETWORK)

- Performed SIM registration, retrieval, and swap, using the Customer Relationship Management (CRM) platform.
- Achieved and sometimes exceeded targets in sales of bulk data and airtime using the VTU platform.
- Managed and resolved daily customer requests, inquiries, and complaints arising from failed SIM registration, airtime deduction, and network downtime.

DIGITAL SKILLS

HTML, CSS, javascript for web development (Intermediate) Coding in python for web and software development (Intermediate) Microsoft Office

ORGANISATIONAL SKILLS

Skills and Proficiencies

- Adaptability and great customer service skills, developed over years of interacting with a broad range of customers.
- Critical thinking, resourcefulness and great problem-solving mindset, applied in resolving issues of workflow overload previously responsible for delayed account creation and account number generation.
- Goal-driven and meticulous, with keen attention to detail demonstrated through careful customer data collection for account validation and update.
- Demonstrated excellence in teamwork, communication, and ability to multi-task and prioritize in a fast-paced environment, applied daily in providing general system support to account officers and support team for improving customer experience.
- Proven ability to display a high level of professional judgment on the disclosure of sensitive information.

LANGUAGE SKILLS

Mother tongue(s): IGBO

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

HONOURS AND AWARDS

14/01/2017

Federal Government **Scholarship** for Undergraduate Students - Federal **Scholarship** Board (FSB)
