

MUFIDAH MOHAMMED

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WORK EXPERIENCE

Halvest , Lagos, Nigeria

Customer Success & Support Specialist

Sep 2024 - Present

- Improved customer engagement by coordinating onboarding processes and streamlining support, increasing profile completion rates by 30%.
- Managed over 300 customer interactions, leveraging tools like Freshworks, Tally, and Notion to gather feedback and implement solutions that enhanced customer satisfaction by 20%.

Sendstack , Lagos, Nigeria

Customer Operations Associate

May 2023 - Aug 2024

- Coordinated between customers and riders at Sendstack to ensure seamless deliveries.
- Resolved logistics issues quickly and using tools like Zohodesk, Zoho SalesIQ, Freshchat, and Freshdesk
- Reduced delivery delays by 20% and improved customer satisfaction by increased first response time from 2 hours to 45 minutes

Bluechip Technologies Limited , Lagos, Nigeria

Data Analyst and BI Specialist Intern

Nov 2021 - May 2022

- Participated in a Big Data project as a Business Intelligence Analyst Intern for a leading telecommunications company in Nigeria.
- Wrote Hive Query Language (HQL) and gained hands-on experience with Hadoop to analyze and manage large datasets

LEADERSHIP

Nasir Giwa Mentorship Community - Lagos Nigeria

General Manager, Leadership, Entrepreneur, and Innovation Conference Team

April 2022 — August 2024

- Led cross functional teams with a total of 52 team members and ensured that all tasks were executed and delivered on time, within the time constraint.
- Worked collaboratively with the Chairman to maintain the comprehensive project roadmap and documentation.

AIESEC, University of Ilorin - Kwara, Nigeria

Exchange Participant Manager Lead, OGV

Feb 2022 — Jul 2022

- Facilitated the inner and outer journey of exchange participants by delivering the AIESEC standards through ensuring customer satisfaction.
- Managed all sign ups and followed through with their application process to convert to leads.

EDUCATION

University of Ilorin | Lagos, Nigeria

Oct 2018 - Nov 2023

Bachelor of Science, Computer Science , Second Class Upper (4.24/5.00 CGPA)

- Nigerian National Petroleum Corporation [NNPC]/Chevron Scholarship Recipient, Class Representative of the Department

ADDITIONAL

Technical: Notion, Freshworks, Tally, Zoho Suite, Google Workspace, Microsoft Excel, Jira, Google Analytics ,Miro, Mural

Personal Project: [Amazon Product Case Study](#) , [Wworld Business Plan](#) – a social networking platform for women

Volunteering : Technovation Student Mentor, General Secretary for Nigerian Association of Computing Student [NACOS] Unilroin

Languages: English [fluent] Yoruba [fluent]