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Profiles	Customer Experience Analyst/ Frontend Engineer A goal oriented individual with good collaborative team spirit and effective interpersonal relationship. A problem solving specialists with over 4 years experience in customer service and a dynamic professional. A self sufficiency motivated and solution oriented individual with high ethical standard, good in negotiating, communication skills and a team player with a will to develop capacity for smart work, can multitask		
Experience	SunKing Customer service Executive	Nov2021 -present	Nigeria
	<ul style="list-style-type: none">• Customer relationship development and management.• Customer education on the company's products and services. Languages.• Timely first contact response to customers' enquiries. Resolution of customers' queries and complaints.• Effective customer account management using CRM and other frontline applications. Collate and report feedback from customers on the performance of the company's products and services.• Identify customers' needs, carpi information, research every issue and provide solutions and/or alternative Seize opportunities to upsell		
	Union Bank Plc Customer service Executive	Jan-2020-Nov2021	Nigeria
	<ul style="list-style-type: none">• Build sustainable relationships and engage customers by taking the extra mile.• Frequently attend educational training to improve knowledge.• Meet personal/team qualitative and quantitative targets.• Manage large amounts of phone calls (inbound and outbound), chats, emails, and other communication channels• Ensure customer satisfaction and maintain professional customer support		
Education	Federal Polytechnic Nasarawa HND	Jan 2015- Dec 2017	Banking and Finance
	Federal Polytechnic Nasarawa ND	Nov 2011- Dec2013	Banking and Finance
	Tech Studio Academy wed development	2021-2022	Frontend
	Vephla University Wed Development	2024	Frontend Engineering
References	Rvailable upon request.		
Skills	HTML <div><div></div><div></div><div></div><div></div><div></div><div></div></div> CSS <div><div></div><div></div><div></div><div></div><div></div><div></div></div> JavaScript <div><div></div><div></div><div></div><div></div><div></div><div></div></div> Data centricity <div><div></div><div></div><div></div><div></div><div></div><div></div></div> Digital literacy <div><div></div><div></div><div></div><div></div><div></div><div></div></div> Problem-solving <div><div></div><div></div><div></div><div></div><div></div><div></div></div> Data centricity <div><div></div><div></div><div></div><div></div><div></div><div></div></div> Collaboration <div><div></div><div></div><div></div><div></div><div></div><div></div></div> Ability to gauge client needs <div><div></div><div></div><div></div><div></div><div></div><div></div></div> Team player <div><div></div><div></div><div></div><div></div><div></div><div></div></div> Communication Skills <div><div></div><div></div><div></div><div></div><div></div><div></div></div> MS Excel and MS Word <div><div></div><div></div><div></div><div></div><div></div><div></div></div> React Js <div><div></div><div></div><div></div><div></div><div></div><div></div></div>		
Interests	Travelling and meet new people, Music, Sport		
Certifications	CIBN student member	2016	