CHINEDUM ARANOTU

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------- SUMMARY -------

Passionate and tech-savvy professional with extensive experience in customer service, data analysis, technical support and community engagement. Recognized for exceptional communication skills, ability to resolve issues efficiently, and a strong aptitude for learning new skills. Committed to fostering an inclusive environment, delivering exceptional service and promoting social responsibility through diversity, equity, and inclusion initiatives.

------- AREAS OF EXPERTISE -------

PROFESSIONAL SKILLS	Analytical Thinking	Problem Solving	Attention to Detail	Communication Empathy	Data Governance	Project Management	Time Management Adaptability	Technical Troubleshooting	Teamwork
TECHNICAL SKILLS	Microsoft Office 365 Suite (Excel, Outlook, PowerPoint, Word)	Data Visualization	Database Management	Data Validation	Quality Assurance Power Bi	Python	SharePoint	SQL	Tableau	Technical Repairs

------- PROFESSIONAL EXPERIENCE -------

DATA ANALYST, LabourParty.Verify | Enugu, Nigeria
May 2022 - January 2023

- Managed customer inquiries and technical support for applications, resolving issues swiftly to maintain high customer satisfaction levels.
- Demonstrated exceptional problem-solving skills in analyzing data and creating visualizations to support internal decision-making processes.
- Played a key role in designing and optimizing database systems for efficiency, directly contributing to the seamless customer service operations.
- Supported the production and quality control of client reports and deliverables, assist with contracts, invoices, and expenses, coordinate and manage logistics for meetings and events, maintain schedules, prepare business reports, and manage special projects.
- Maintained and updated a comprehensive knowledge base, enabling effective self-service for users and reducing reliance on direct support channels.

IT PERSONNEL, Garden City Premier Business School | Port Harcourt, Nigeria
April 2021 - February 2022

- Provided essential technical support for hardware, software, and network issues, enhancing user experiences for students and staff.
- Increased student engagement through the creation of infographics, hosting weekly podcasts, and organizing skill-up sessions.
- Utilized Microsoft Office Suite and Adobe products to support educational initiatives, demonstrating a high level of technical proficiency.

IT SPECIALIST, HAGGAI International | Enugu, Nigeria
June 2016 - April 2021

- Supported clients with a variety of computer-related issues, showcasing the ability to quickly learn and troubleshoot new technologies.
- Tutored clients in media equipment handling and use, highlighting the ability to demonstrate the basic use of various software applications and hardware equipment.

IT CONSULTANT, UNICEF | Enugu, Nigeria
July 2020 - August 2020

- Developed and managed an IT voting system, ensuring the integration of cybersecurity measures, highlighting project management and technical skills.
- Provided support to users, troubleshooting hardware and software problems.

------- EDUCATION -------

Graduate Certificate, Internet of Things and Machine Intelligence
Sheridan College, *Brampton, Ontario* | 2023

Bachelor of Science, Computer Science
University of Nigeria Nsukka, *Enugu, Nigeria* | 2019

------- CERTIFICATIONS -------

Data Analytics and Visualization, Accenture **|** 2023
Data Analytics Bootcamp 2.0, Lighthall | 2023
Fundamentals of Digital Marketing, Google | 2022
Soft-Skills Training, Jobberman | 2020
Web Development, Emblic Technologies | 2018