

Joshua Eromonsele Ojemhen

Satellite Town, Lagos State, +2348100736365, +2348111963315, joshuaojemhen@gmail.com

AGE: 24

PROFILE

A positive result-oriented individual, relevant team player, risk taker, willing and able to work harmoniously with others towards the effective and efficient achievement of organizational objectives with available resources. A graduate of Computer Science willing and equipped to work in a technologically enhanced environment.

EDUCATION

Ambrose Alli University, Ekpoma

Edo, Nigeria

BSc Computer Science

Graduation Date: December 2021

Class Grade: 2:1, Second Upper Division

WORK EXPERIENCE

Outcess Solutions Nigeria Limited

Opebi Ikeja, Lagos State.

Airtel Sim Swap Compliance Officer

March 2023 - Present

- Validation of correct customers registrations for Airtel Sim Swapping requests by ensuring the following requirements were provided: KYC Image + Live capture + NIMC Image being matched, Old Sim pack/Affidavit provided, correct last recharge status, frequently dialled numbers at least 2 being provided.
- Rejections of incorrect/fraudulent registrations for Airtel Sim Swapping requests where the aforementioned requirements were not provided.
- Validation of ESIM, 4G, and change of Sim Size Airtel swapping requests.

Mater Christi Secondary School, Umumbo

Ayamelum, Anambra State

Data Processing/Mathematics Instructor

March 2022-February 2023

- Planned, prepared and delivered lessons to all students in the class. Taught according to the educational needs, abilities and achievement of individual students and groups of students.
- Assigned, corrected and marked work carried out by students. Assessed, recorded and reported on the development, progress, attainment and behavior of each student.

Euphoric ICT Services

Ekpoma, Edo State

Web Developer Intern

June 2019 - November 2019

- Collaborated with Graphic Designers, UX Designers, or Web Designers to help ensure design ideas can be made into a website that is easy to use. Transformed design (sketches or wireframes for a website) into code that a web browser can read and display on your screen.

Mama Jennifer Provision stores

Satellite Town, Lagos

Customer Service Representative

March 2013 - October 2016

- I was primarily responsible for Handling customer complaints (Issues), providing appropriate solutions and alternatives within the time limits; following up to ensure resolution. Keeping records of customer interactions, processing customer accounts and file documents. Following communication procedures, guidelines and policies. Taking the extra mile to engage customers.

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VOLUNTEERING

NYSC Community Development Service

Umumbo Ayamelum LGA, Anambra State

CDS Group Leader/Head Corper

April 2022 – January 2023

- Organized members of the Service Corps within the community to promote self- reliance by systematically prospecting and executing development projects
- Facilitated projects and programs which impact positively on the socio- economic development of the host community and helped build harmonious relationship between members of the Service Corps and the host community.

CERTIFICATIONS AND TRAINING'S

Cisco Certified Network Associate (CCNA)

In-view

Microsoft Certified System Administrator

In-view

SKILLS & INTERESTS

- Professional: Effective Communication, Written & Oral Presentation, Collaboration, Problem Solving, Teamwork, Analytical
- Technical: HTML (Basics), Python (Basics), JavaScript (Basic)
- Microsoft 365 Office Suite: Outlook, MS Excel, MS Word, MS PowerPoint, Power Bi.
- Troubleshooting, Information Technology, Hardware/Software Management.
- Customer Service Skills, Active Listening Skills.
- Organization and Leadership skills.