DAVID AKOSHILE

WEB DESIGNER

☎ 519-591-7968

✉ david.akoshile@gmail.com

📍 Toronto, ON

SKILLS

- Database Management
- Market research & Analysis
- Microsoft Office
- Economic Analysis
- Customer Engagement
- Strong Communication skills
- Quick to grasp abstract concepts
- JavaScript, CSS & HTML
- Adobe Creative Cloud
- Website Prototyping
- Products knowledge

EDUCATION

University of Ilorin - Bachelor Degree

Mechanical Engineering

2011 - 2016

Humber College - Post Graduate Degree

Web Design and Development

2022 - Present

Ajayi Crowther University - Master's Degree

Business Administration (MBA)

2019 -2021

ACCOMPLISHMENT

- Achieved Best Operational Performance Review (OPR) Score in the organization by ensuring proper documentation and CRM monitoring with accuracy and efficiency.
- Collaborated Compliance team in the update of the Standard Operating Procedure on attending to Seniors.

PROFILE

Web Designer and Customer Service Professional, with excellent analytical skills, result driven, innovative & solution driven, excellent time management skills, constantly developing new skills. Adaptive with ability to evolve into new positions quickly.

EXPERIENCE

INFORMATION TECHNOLOGY

JAKIN BOAZ INFORMATICS

2020-2022

- Creating and customizing Wordpress websites, including theme development and plugin integration.
- Learn about the products to be able to answer any questions from customers.
- Technical responsibilities such as repair of laptops and phones

CUSTOMER SERVICE OFFICER

Guaranty Trust Bank Plc

2018 - 2022

- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Addressed issues related to products or services, resulting in improved customer retention and increased sales.
- Resolve product & service problems by clarifying customer complaints, determining the problem; selecting and explaining the best solution; expediting processes & follow up
- Recommend viable solutions to management through analysis of customer needs with CRM module.

GRAPHIC WEB DESIGNER

Zionite Computers

2014- 2015

- Worked with design systems to develop and present prototypes for focus group evaluation.
- Employed design fundamentals when selecting typography, composition, layout and color in design work.
- Offered basic technical support for clients on wide range of company products and services through calls and chat.