

ANATURUCHI IROAPALI

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Objective:

Certified Information Technology Specialist by Google in areas of Cyber security, System administration, Windows and Linux operating systems, command line interface with PowerShell and bash, system infrastructure and networking. A customer experience professional who has over 2 years' experience in customer experience improvement in banking and in fintech. Voted new employee of the year for passion displayed at the workplace. Looking to contribute to a company where team-spirit and personal growth are valued.

EXPERIENCE

JULY 2019 – DECEMBER 2020

CUSTOMER EXPERIENCE ANALYST, PAGATECH LTD

- Assisted thousands of customers to fix issues and complaints regarding product use, apps, technical issues. Part of a team that helps sixteen million customers within and outside Nigeria.
- Communicating company policies and procedures to customers on safety procedures on cyberspace.
- Ticketing and following till resolutions of customer enquiries and complaints around product security and functions are reached.
- Driving customer engagement on various platforms and helping them stay safe online in line with best practices.

MARCH 2018 – JULY 2019

ACCOUNT MAINTENANCE, UNION BANK OF NIGERIA

Backend managing and maintenance of hundreds of thousands of banking customer accounts in different processes including:

- Account information updates
- Account migration
- Enabling and disabling of accounts
- KYC checks and upgrades/downgrades
- Risk assessment of accounts and customers
- Risk mitigation to banking assets

MARCH 2014 – JULY 2019

BLOGGER, DIGITAL MARKETER, GRAPHICS DESIGNER, GISTGATE

Self-employed at GistGate in blogging, vlogging, digital marketing, even hosting. Built one of the most successful blogs in Eastern Nigeria.

EDUCATION

FEBRUARY, 2020

GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATION, GOOGLE VIA COURSERA

Rigorously and practically trained on Five (5) core areas of IT Support and security including:

- IT systems and cyber security: Defense against the digital dark arts
- Operating Systems and You: Becoming a Power User
- System Administration and IT Infrastructure Services
- The Bits and Bytes of Computer Networking
- Technical Support Fundamentals Certificate:

<https://www.coursera.org/account/accomplishments/specialization/certificate/CXKF5RGANCJJ>

This was a 6 months certification programme offered by Google via Coursera.

September, 2020

UI/UX Specialization Professional Certificate.

Issued by California Institute of Arts in collaboration with Coursera for completed studies and projects on User Interface design and User Experience research and development.

2019,

FULLBRIDGE AND MISK GLOBAL

Future Fit Gold Learner

Studied and practiced core skills needed for future work viz:

- Project management
- Productivity and professional efficacy
- Design Thinking
- Problem solving
- Emotional intelligence
- Personal/Corporate branding

AUGUST, 2015

PLANT SCIENCE AND BIOTECHNOLOGY, IMO STATE UNIVERSITY, OWERRI, NIGERIA

Graduated with **2nd Class Upper (2.1)** with GPA of 3.5.

Was a student leader in school.

Was the university's foremost blogger.

SKILLS

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| <ul style="list-style-type: none">● Cybersecurity: Intrusion Prevention and Monitoring● Command line interface● System administration and infrastructure maintenance● Microsoft office 360 tools● Workplace emotional intelligence | <ul style="list-style-type: none">● Operating system power usage for Windows and Linux● Linux operating system● System networking● Web design (HTML,CSS)● Digital marketing skills |
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- Video editing, Graphics design, Animations

HOBBIES/ACTIVITIES

I spend most of my days on my laptop, learning new technologies and expanding my knowledge as well as creating content. I was the go-to person in my former workplaces for tech-related enquiries on system functions and cybersecurity. Also a Youtuber and avid reader. I run for fitness. My youtube channel is **YouTube.com/AnatuGreen**

Awards: Rookie of the Year (Outstanding New Employee of the year 2019) by Pagatech Nigeria LTD.