

CURRICULUM VITAE

"Every great developer you know got there by solving problems they were unqualified to solve until they actually did it."
- Patrick McKenzie

Sydney J. Ekpo

I am experienced at client relationship, electronic channels management (information and transaction systems) and digital project execution across Banking and Telecoms Sectors.

I pioneered the Product Channels Unit and Client Support(via social media) initiative for one of the largest Commercial Banks in Nigeria.

I'm looking to transition into Android/iOS App Development full time. I also play the Guitar and record professionally, Alternative Rock Music in my spare time.

EXPERIENCE

Union Bank, Nigeria — Team Member, Projects and Alternate Channels Management

JULY 2018 - FEBRUARY 2019

Electronic Channel Execution & Management for Mobile and Online platforms alongside support roles. Completed microlending for mobile app, online and ussd channels; Credit and Debit card feature for app; drafted proposal for new and existing fees on to the new posting service, onboarding of Nairabet Collections on App et al.

Union Bank, Nigeria — CCA, Product Channels, Customer Experience

FEBRUARY 2017 - JULY 2018

Provided second level support for Customer complaints across digital platforms. Made recommendations to the bank contingent on research and trends on how best to leverage digital technologies to improve bank processes and prevent fraud e.g SOP review, advice on transaction limit feature, 2FA, Pin, Device Replacement et al.

Union Bank, Nigeria — Contact Center Agent(CCA), Customer Experience

MARCH 2016 - FEBRUARY 2017

General consultation services to mass clients on enquiries and complaints over telephone, email and designated social media accounts.

BHARTI AIRTEL, Nigeria — Assoc. Customer Support

APRIL 2013 - FEBRUARY 2016

Provided second level client support, general consultation services to mass clients and further exclusive services to High Network Clients(HNI) on enquiries and complaints over telephone, email and designated social media accounts.

EDUCATION

Google, Andela and Udacity — *Android Development for Beginners* (2017)

Awarded on completion of the training where i learnt to develop simple apps e.g greeting cards, counter apps using Android, Java and XML languages.

Coding Languages, ([codecademy.com](#), [freecodecamp.com](#)) — *Python, SQL, Javascript, HTML, CSS modules* (2015 - 2016)

Navigated these websites to complete the modules above(click icons to see)

Premier Certification, (*Airtel Nigeria*, *Centum Learning Africa*) — *Apogee HNI Training* (Nov 21 - Dec. 2, 2013)

Awarded on completion of the training to resolve issues on Prepaid, Postpaid and Enterprise Products for HNI Customer base.

Bachelor of Engineering(B.Eng)— *Federal University of Technology, Owerri(FUTO)* (2006 - 2011)

Awarded an Honours(Merit) Degree in ELectrical Electronic Engineering(Communications Engineering)

REFERENCES

References are available on request..

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Linkedin: [Sydney Ekpo](#)

Github: [Portfolio](#)

SKILLS

Client Relationship Management

Digital Project Execution

Market Research and Transformation

Software Development

AWARDS

High Flyer, Social Media/VAS(Airtel Nigeria)

Awarded the prize for having the most knowledge on all Value Added Services

Star Performer, Social Media/VAS(Airtel Nigeria)

Awarded the prize having excelled at client handling, dissemination of knowledge and assistance to team mates

CERTIFICATIONS

Premier Certification

Awarded by *Bharti Airtel Nigeria* and *CENTUM Learning Africa*, to resolve issues on Prepaid, Postpaid and Enterprise Products for HNI Customer base

Android Development for Beginners

Awarded by *Andela Nigeria*, *Google Nigeria* and *Udacity Learning Africa*, in android app development.