

PROFESSIONAL SUMMARY

Analytically driven and creatively versatile professional with experience across business data analysis, graphic design, sales, and customer relationship management. Currently completing a Financial Information Systems qualification at Vaal University of Technology. Proficient in Microsoft Excel, Google Cloud Platform, Canva, and AI-assisted workflows. Skilled at bridging data and design to deliver clear business insights and compelling visual communication.

CORE SKILLS

Data & Analysis: Microsoft Excel (Pivot Tables, Dashboards) • Business Reporting • Financial Data • Google Cloud Platform (GCP) **Creative & Design:** Canva • Graphic Design • Fine Arts & Illustration • Video Editing • MS Office Suite **AI & Technology:** Claude (Anthropic) • Google Gemini • AI-assisted data analysis, content creation & workflow automation **Soft Skills:** Analytical Thinking • Client Communication • Creative Problem Solving • Self-Management • Team Collaboration

WORK EXPERIENCE

Independent Sales Agent

Credico | Ackermans — NCR Certified Sep 2024 – Mar 2025

- Acquired and onboarded customers for Ackermans' financial products under the National Credit Regulation (NCR) compliance framework.
- Tracked personal sales pipeline, conversion rates, and weekly targets using Microsoft Excel dashboards and data logs.

Customer Relations Manager

Solveres Marketplace Solutions — Remote, United States Dec 2023 – May 2024

- Manage end-to-end customer relationships for a US-based marketplace platform, maintaining high satisfaction and retention rates.
- Produce regular service performance reports to inform management decisions on customer experience improvements.
- Handled sales negotiations and resolved conflicts for ROI increase and customer retention

Financial Intern

Lagos Business School, Nigeria May 2016 – Aug 2016

- Supported preparation of Federal and State corporate tax returns, ensuring year-end compliance accuracy.
- Organised and indexed client tax documentation, improving retrieval efficiency during preparation cycles.

CERTIFICATIONS

- CS50: Introduction to Computer Science — Harvard University Online
- Google Cloud Fundamentals: Core Infrastructure
- Networking in Google Cloud: Defining and Implementing Networks
- Work Smarter with Microsoft Office — Word, Excel, PowerPoint
- NCR Certified Sales Agent — National Credit Regulation, South Africa
- HUAWEI AI Implementation