

ZITA AYO-VAUGHAN

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SUMMARY:

I am an accomplished IT sales expert, with the ability to build and maintain customer relationship. I have transferrable skills in data entry and customer service. I seek a temporary, part-time and student role.

EDUCATION:

Robert Gordon University

Cyber Security; MSc

2021 – 2022

International College Robert Gordon University

Management PGD

December 2020

Federal POLYTECHNIC NEKEDE

Computer Science

July 2010

PROFESSIONAL EXPERIENCE:

Women in Tech (Mentorship manager)

August 2021 till Present

An ambassador role it involves mentoring women starting their career journey in tech, involving in tech conferences Tutoring.

Bmg

July 2021 till Present

Contact tracing under the NH's Tier 3 track and trace calls for isolation, taking the detail of contact Cases for isolation in my course of study in cybersecurity, I have a high skill of data management. to achieve set objectives targeted by NHS Grampian covid 19 Isolation call handler.

Cancer research UK (Volunteer)

I currently volunteer in a Cancer Research charity shop where I interact regularly with customers have acquired good knowledge about data collection and processing for optimal client satisfaction

Alpha Pharmacy & Clinic Aberdeen Scotland

February 2021 July

In my current role at Alpha Pharmacy & clinic I regularly demonstrate excellent customer care and good interpersonal skills through efficiently and effectively directing clients and visitors towards designated seating on arrival at the clinic in line with current Covid 19 regulations. I am cheerful and welcoming to clients and visitors when they arrive to reassure them prior to and after conducting PCR testing, I offer detailed information to allow clients to make informed decisions around vaccine options and in relation to the testing being conducted.

TastyT, Aberdeen Scotland

Customer Care Representative

February 2021-May

I am the first point of call for online customers; I take customer orders via telephone and social media and arrange their orders with the catering department. I also liaise with the dispatch riders to ensure customers receive their orders. I respond to customer online reviews.

PAYSTACK TECHNOLOGY

Business

Dec. 2019 – Dec. 2020

I researched and gathered market intelligence on the needs and future growth in the network security space in Nigeria. I evaluated and drew conclusions from data related to customer behavior. I worked closely with prospective clients and our developers to identify appropriate solutions.

3M'S AND R LIMITED

Oct. 2017 – Dec. 2019

IT Support officer

I provide technical support across the company (this may be person over the phone) I also install and configuring computer hardware, software systems networks, printers, and scanners, setting up account for new users, testing new technology and possible training junior staff.

MTN, Port Harcourt Nigeria

National Youth services

Customer care.

Nov. 2016 – Sep.2017

Handle all enquiries and requests of customers and ensure resolution as well as inform customers of status of their complaint, query or request and record details of contact.

TECHNICAL SKILLS:

Software & Computation:

MS Office Suite (Excel, Word, and PowerPoint) |

PYTHON, C++, SQL INJECTION, AWS, STORM, I have a high skill in data management and Project management.