

Delight Onyiyechi Kingsley

Computer Science Student (200 Level) | Seeking Remote SIWES Placement
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PROFESSIONAL SUMMARY

Computer Science student at MIVA Open University with prior professional experience in customer service, virtual assistance, administrative support and operations. Skilled in customer communication, record keeping, documentation and digital productivity tools, with a working knowledge of basic SQL and basic Python. Seeking a structured, fully remote SIWES placement to gain practical industry experience under professional supervision.

EDUCATION

MIVA Open University

Computer Science | Currently 200 Level | Expected graduation: 2028

- Latest semester CGPA: 4.81
- Previous semester CGPA: 4.00

PROFESSIONAL EXPERIENCE

Customer Service, Jumia

- Handled customer communication and enquiries.
- Maintained accurate records and documentation of customer interactions.
- Followed up on customer issues and tracked tasks to completion.

Virtual Assistance and Operational Support

- Provided administrative support, including scheduling, task tracking and client follow-up.
- Kept organised records and documentation using digital productivity tools.
- Used CRM tools, including Follow Up Boss, to manage client information and communication.

TECHNICAL SKILLS

- **Office and productivity:** Microsoft Office, Google Workspace, Google Sheets and data organisation
- **Programming and data:** Basic SQL, Basic Python
- **Tools and workflow:** CRM tools (Follow Up Boss), online collaboration tools, digital documentation
- **Currently studying:** CI management and automation tools

TRANSFERABLE SKILLS

- Communication, customer service and administrative support
- Organisation, time management and attention to detail
- Record keeping, problem-solving and adaptability
- Team collaboration, independent working and familiarity with remote working tools
- Strong willingness to learn in a professional environment

SIWES OBJECTIVE

Seeking a fully remote SIWES placement to apply my Computer Science studies in areas such as computer operations, IT support, data management, software development training and technology operations, while learning from experienced professionals. I am looking for a placement that provides the supervision and documentation required to meet my university's SIWES requirements.