

Golden Dennar Tanimowo

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Portfolio: [[My Website](#)] | GitHub: [[Github](#)]

Professional Summary

Detail-oriented professional with over 8 years of experience in customer service and administration, now transitioning into tech. Completed a full-stack software development bootcamp with hands-on experience in PHP, jQuery, React, Node.js, SQL, and modern web development workflows. Combines strong communication, problem-solving, and stakeholder management skills with practical coding experience to deliver user-centered digital solutions.

Key Skills

Technical Skills:

Frontend: React, JavaScript (ES6+), HTML5, CSS3

Backend & Database: Node.js, SQL, REST APIs, CRUD operations

Tools & DevOps: Git, GitHub, Chrome DevTools, Jest, Version Control

Software: Microsoft Office Suite, CRM systems, Jira

Soft Skills:

User-centered problem-solving

Stakeholder communication & management

Team collaboration & mentoring

Time management & adaptability

Attention to detail

Professional Experience

Customer Service Advisor

Bupa Insurance, UK | Dec 2023 – Present

- Manage high-volume inquiries, resolving customer complaints efficiently and accurately.
- Use CRM systems to update client information, track cases, and document workflows.
- Liaise with hospitals and internal teams to ensure smooth handling of customer claims.

- Support rapid response tasks requiring prioritization, critical thinking, and empathy.
- Recommend improvements to processes, enhance response times, and user satisfaction.

Customer Service Team Lead

Eugbros Limited, Nigeria | Mar 2018 – Sep 2023

- Supervised a team of 10+ representatives, overseeing escalated issues and complaints.
- Implemented root-cause analysis to reduce recurring complaints by 25%.
- Coordinated schedules, quality audits, and training sessions, fostering team growth.
- Maintained detailed records to support audits, risk management, and performance analysis.

Earlier Roles

- Customer Service Representative | 2017–2018
- Contact Center Officer – Banking Services | 2015–2017

Projects

Care Connect – React, Node.js, SQL

- Developed a full-stack application for care homes setting to manage residents' daily activities and care plans.
- Implemented role-based access, CRUD functionality, and SQL database integration for reliable record-keeping.
- Designed a responsive interface for staff to log and track resident data, medication schedules, and activities.

Geolocation Dashboard – PHP, jQuery, APIs

- Built an interactive app that displays a list of countries and provides detailed country information: weather, local news, currency exchange, and points of interest.
- Added map markers for airports, hospitals, schools, and boundaries using Google Maps API.
- Integrated external APIs for dynamic, real-time data and interactive user experience.

Reddit Minimal Clone – React, Reddit API

- Developed responsive Reddit feed UI with subreddit selection, comment threads, and keyword search.
- Implemented unit tests with Jest to maintain interface stability and prevent regressions.

Education & Training

Software Development Bootcamp – IT Career Switch, UK | 2024 – 2025

Full-stack development: React, Node.js, SQL, APIs, version control, and test-driven development.

Project-based learning with a focus on problem-solving, clean code, and user-first design.

BSc Library & Information Science – Imo State University, Nigeria | 2011

Studied organization, management, and retrieval of physical and digital information.

Developed research, analytical, and data management skills applicable to tech and structured workflows.

Additional Training

CRM Systems, Complaint Resolution, GDPR/Data Confidentiality (Bupa Internal)

Adaptability & Change Management (AGILE-inspired workflows)