

# ANDREW ABU

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## Education

**Bachelor of Science:** Computer Science Expected in 08/2027  
**Wilfrid Laurier University** - Waterloo, Ontario, Canada  
Currently enrolled

**High School Diploma** 06/2021  
**Baptist High School, Jos** - NIGERIA

## Skills

- Proficient in Java, Python, HTML, JavaScript, CSS, GitHub, Microsoft office, AutoCAD, Mat lab
- Skilled in data management and analysis for informed decision-making
- Effective team leader with experience guiding groups
- Experienced in documentation and reporting for accuracy and clarity
- Capable of managing daily operations efficiently
- Strong communication and organizational abilitiesKnowledgeable in digital infrastructure setup and maintenance

## Work History

**Customer Service Rep & Ride Attendant** 05/2025 to 09/2025  
**Santas Village Azoosment Park** – Bracebridge, ON

- Utilized ride management systems and digital ticketing software to streamline operations and boost guest experience.
- Resolved customer concerns efficiently through strong communication, tech tools, and real-time problem-solving.
- Collaborated with cross-functional teams to enhance workflows, enabling smoother park-wide coordination.

- Maintained detailed digital ride logs and service reports, ensuring accuracy for safety audits.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.

### **Administrative Support Assistant**

06/2023 to 05/2024

#### **Zenith Bank – Nigeria**

- Provided administrative support to bank management and staff in daily operations, ensuring smooth office functioning.
- Assisted in maintaining organized filing systems, ensuring all client and transaction records were up to date.
- Supported the preparation of reports and documentation for internal and external meetings.
- Managed about 80 incoming calls, emails, and faxes daily from customers.
- Supported the audit team in compiling and organizing records for periodic reviews.
- Assisted with daily banking operations, including transaction processing and data entry into the bank's systems.

### **Hotel Supervisor and ICT Department Supervisor**

01/2021 to 01/2023

#### **Country Home Hotel – Nigeria**

- - Supervised daily operations to maintain high service standards and customer satisfaction
- - Managed staff schedules, coordinated team efforts, and ensured inventory control
- - Successfully oversaw projects supporting the digital and operational infrastructure of multiple hotels
- - Recognized for enhancing team efficiency and overall guest experience

### **Volunteer work**

- Supported engaging, fun, and smooth-running events by helping organize and plan as part of Wilfrid Laurier Student House Council.