

# Ademola Balogun.

<https://port284.netlify.app/>

E-mail: [balogun80@gmail.com](mailto:balogun80@gmail.com), Telephone: 07534727523.

## Profile:

I am writing to express my interest as a Customer Service representative at Erin sweet treats with a strong academic background, relevant experience, and a commitment to providing excellent customer care service, I am confident in my ability to contribute to the success of your company.

## Education:

- Masters in Artificial Intelligence and Data Science (In Progress) [University of Hull], [Hull, East Riding Yorkshire] [September 2023] - [September 2024]
- Bachelor's degree in Surveying and Geoinformatics (Completed) [Federal University of Technology, Akure], [Akure, Nigeria] [September 2012] - [September 2018]

## Licensure:

- Registered Member Data Science Nigeria,

## Professional Experience:

*Customer Care Representative* | [Erin sweet Treats], [Tiverton, United Kingdom] | [January 2024] - Present

- Serve as the primary point of contact for customers, addressing inquiries, concerns, and feedback promptly and empathetically.
- Manage orders efficiently, assisting customers in placing orders accurately and ensuring timely delivery or pickup.
- Provide personalized recommendations to enhance the customer experience.
- Resolve any issues or complaints effectively and in a timely manner.
- Collaborate with other departments such as production and delivery teams to streamline processes and optimize customer satisfaction.
- Uphold Erin Sweet Treats' commitment to excellence by ensuring every customer feels valued and delighted by their experience.

*Care Worker / [St George's House], [Tiverton, United Kingdom] / [January 2024] - Present*

- Administer prescribed medications according to the care plan.
- Monitor and record medication intake, ensuring compliance with prescribed regimens.
- Regularly assess and monitor the health and well-being of clients.
- Record and report any changes in physical or mental health to appropriate healthcare professionals.

*Frontend Engineer, [Nigeria] / [September 2020] - [September 2023]*

- Developing and maintaining the frontend of a JavaScript-based web application using React.
- Built and maintained an energy payment frontend code base.
- Review and guide junior developers on code quality sessions
- Resolve various production issues.
- Transforming prototype designs into responsive frontend designs.

*Data Science Intern / [Sterlingtech and Data Sciences], [Nigeria] / [April 2020] - [August 2020]*

- Assisted in developing and implementing machine learning models for predictive analytics.
- Collaborated with cross-functional teams to analyze and interpret data for actionable insights.
- Conducted data cleaning, exploratory data analysis, and presented findings to team members.

### **Certifications**

- **IBM Data Science Professional Certification** Coursera: IBM
- **Deep Learning Specialization** Coursera: IBM

### **Skills:**

- Compassionate and empathetic attitude
- Excellent communication and interpersonal skills
- Ability to follow instructions and work as part of a team
- Strong organizational and time management skills

- Patient and understanding demeanor

**References:** Available upon request.