

# DOMINION OLUFUNKE OLONILEBI

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## SUMMARY

A frontend developer with mastering skill in HTML, CSS, Javascript, Bootstrap and ReactJs. I love tech and I'm passionate about it.

## EXPERIENCE

### NOCHSOLUTIONS – Remote

#### Internship

- Learning and having hands-on on web related project.
- Worked with some other team member on a school management project interface.
- Cloned several websites
- Convert UI/UX to a working website

### CUSTOMER SERVICE | 01/2023 - 09/2023

#### New Pillars - Lagos , Nigeria

- Answered average of 50 calls daily, Identified and assess customers' needs, pain-point and improve on it to achieve maximum satisfaction
- Handled customer complaints across channels including phone, email, social media.
- Transcribed tapes and notes from meetings into prescribed formats.
- Protected clients' rights by maintaining confidentiality of personal and financial information.
- Reported suspicious individuals to supervisor.
- Prepared correspondence, reports and other documents in final formats with correct punctuation, capitalization, grammar and spelling.
- Provided appropriate solutions and alternatives within the time limits and follow up to ensure resolution.

## **OPERATIONS TEAM LEAD | 10/2021 - 09/2022**

### **Lagos State Emergency Management Agency - Lagos, Nigeria**

- Built strong operational team and trained team members on best practices and protocols.
- Identified areas for improvement and implemented new processes to enhance overall company quality and performance.
- Developed action plans based on analysis findings and implemented solutions.
- Developed initiatives for process improvement and reviewed and assessed ongoing operations.
- Executed and optimized operational responsibilities to promote seamless delivery of services.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Utilized document management system to organize company files, keeping up-to-date and easily accessible data.
- Maintained positive working relationship with fellow staff and management.

## **FOOD PROCESSING | 09/2019 - 01/2020**

### **Yotomi Bakery Global Link Ltd - Kogi, Nigeria**

- Assisted with the preparation and baking of various bakery products, including breads, pastries, cakes, and other desserts.
- Conducted thorough quality checks to verify conformance to specifications. Followed established recipes and procedures to ensure consistency and quality in the finished products.
- Maintained a clean and organized work environment, Kept work areas clean, neat and free of safety hazards to maximize efficiency.
- Developed strategies to increase team productivity and improve customer service levels.
- Provided support to junior staff during peak periods of workloads.

## **EDUCATION**

Kogi State University Anyigba - Kogi

**B.Sc.** Food Science and Technology, 08/2021

**Second Class Upper**

## SKILLS

- HTML
- CSS
- JavaScript
- React js
- Bootstrap
- Data Entry
- Coreldraw
- Microsoft Excel
- Microsoft Word
- Microsoft PowerPoint
- Excellent communication
- Service-Oriented Mindset
- Organization and Efficiency
- Time and Project Management

## REFERENCE

Available on request