DOMINION OLUFUNKE OLONILEBI

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SUMMARY

A frontend developer, passionate about design and user experience. I'm just starting out as I have below 2 years of experience.

EXPERIENCE

Intern Front-End Developer
NochsolutionsRemote
February 2022 – till date

- Worked with other developer to redesign and improve the interface and user experience of some customer's projects.
- Worked closely with the UI/UX person to convert Uis to web pages.
- Cloned many website as a form of assignments to improve my design skills and also have a better understanding of user experiences.

Customer Service | 01/2023 - 09/2023

New Pillars - Lagos , Nigeria

- Screened and verified visitors' identification card and purpose of visit to maintain security of personnel and office environment before allowing access to the building.
- 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.
- 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

- 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.

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.
- Developed strategies to increase team productivity and improve customer service levels.
- Conducted performance appraisals for team members, providing feedback and identifying areas of improvement.

EDUCATION

Kogi State University Anyigba - Kogi

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

SKILLS

Front-end: html, css, javascript. bootstrap

Frameworks: React Js

Design: Corel Draw

Other: Ms. Excel, Ms. Word, Ms. Power Point

SOFT SKILLS

- Excellent communication
- Service-Oriented Mindset
- Organization and Efficiency
- Time and Project Management

REFERENCE

Available on request