Oluwafemi Emmanuel Adeleke
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PROFILE

- Self-motivated and goal-oriented web developer with a growing proficiency in **HTML**, **CSS**, **JavaScript**, **Astro**, and **Tailwind CSS**, as well as over three years of experience in **customer service**, **relationship management**, and **office administration** within the educational consultancy industry.
- Experienced in creating modern, responsive websites while maintaining strong interpersonal communication, organizational, and problem-solving skills.
- A solid team player with proven ability to collaborate across functional teams, deliver timely results, and provide exceptional support for both technical and customer-facing needs.

SKILLS

- **Web Development**: Proficient in HTML, CSS, JavaScript, Astro, Tailwind CSS.
- **Responsive Design**: Ability to design and develop mobile-first, responsive websites.
- **Front-end Frameworks**: Experience working with Astro to build fast and optimized websites.
- **Styling & Layout**: Expert in using Tailwind CSS to create clean, scalable, and reusable styles.
- **JavaScript Programming**: Dynamic functionality and client-side interactivity using JavaScript.
- **IT Support & Troubleshooting**: Knowledge of maintaining computer systems, installing hardware, and providing technical support as part of BCS certification.
- **Office Administration & Customer Support**: Experience in office administration, time management, and customer service.
- **Microsoft Office Suite**: Advanced skills in Word and PDF, with working knowledge of Excel.

WORK EXPERIENCE

Client Support Officer

OAA Study – *June 2021 – Present*

- Provided clients with tailored solutions to address their specific needs and concerns, which contributed to high client satisfaction and retention.
- Communicated effectively with cross-functional teams to resolve complex client issues in a timely manner, improving service efficiency.
- Built and maintained relationships with educational institutions and clients, aiding them in achieving their goals.
- Handled inbound calls, emails, and chats, offering comprehensive product and service information.

- Collaborated with departments to ensure client concerns were resolved at the first point of contact, promoting positive client experiences.

Freelance Web Developer

June 2023 – Present

- Designed and developed multiple responsive websites using **HTML**, **CSS**, and **JavaScript** for clients, focusing on clean design and optimized performance.
- Utilized **Astro** to generate static websites for improved loading times and enhanced SEO, ensuring high-performing web experiences.
- Applied **Tailwind CSS** to streamline styling processes, providing consistent and maintainable website layouts across different devices.
- Created interactive user interfaces using **JavaScript** for dynamic functionality, including form handling, DOM manipulation, and event-driven behavior.
- Collaborated with clients to gather requirements, offer tailored web solutions, and maintain ongoing technical support.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Certificate IV in Information Technology

BCS (British Computer Society) – *Ongoing (Completion expected: 2024)*

- **Key Skills Acquired**:
  - Proficient in supporting, maintaining, and troubleshooting computer systems.
  - Installing, configuring, and managing hardware and software systems.
  - Network monitoring and technical troubleshooting.
  - Understanding IT project management processes, with hands-on experience in technical support.
- **Roles and Responsibilities**:
  - Providing technical support to users, ensuring smooth system operations.
  - Assisting in system upgrades and managing IT infrastructure maintenance.
  - Diagnosing and resolving hardware and software issues.
  - Ensuring security protocols are followed for network and data protection.

Bachelor's Degree in Human Kinetics

January 2016 – June 2021