

PROFESSIONAL SUMMARY

Detail-oriented software engineer with strong skills in Python, JavaScript, and Node.js. Adept at developing and optimizing applications using various technology stacks. Demonstrates a solid foundation in software engineering principles, with a commitment to delivering high-quality, efficient solutions. Eager to leverage technical expertise and problem-solving abilities in a dynamic engineering role.

CERTIFICATIONS

- ▶ Sololearn Introduction to JavaScript
- ▶ Sololearn Introduction to Python
- ▶ Cisco Introduction to Cyber security

AWARDS

- ▶ Awarded Service Desk Employee Of The Year 2019

SKILLS

- ▶ Frontend Development: HTML5, Bootstrap5, CSS3, JQuery, React.js
- ▶ Backend Development: Nodejs, Flask, Express.js, ejs
- ▶ Programming Languages: JavaScript, Python, C
- ▶ Database: Firebase Firestore, MongoDB, MySQL
- ▶ Version Control: Git
- ▶ Terminal Emulator: Linux

EXPERIENCE

Company Name, Salesforce Team Manager

January 2019 - Present

Salesforce Team Manager for a global business with offices across the UK, Europe, and America, supporting 2000+ users of Sales, Service and Marketing Cloud. Leading a team of 3 administrators.

- ▶ Migrated 3 business units onto the shared global Salesforce platform, saving the company \$20,000 annually on legacy platforms.
- ▶ Formed a Salesforce Steering Committee, proactively creating a roadmap, increasing adoption from senior leadership by 40%.
- ▶ Implemented Cases and onboarded support team, leading to several improved KPIs including improving first call resolution rate by 15% and agent satisfaction by 25%.

Company Name, Senior Salesforce Administrator

December 2016 - December 2018

Senior Salesforce Administrator, supporting 500+ Sales and Marketing Cloud users.

- ▶ Designed and implemented a new lead scoring process, improving conversion rate by 20%.
- ▶ Improved user adoption by 30% via a program of platform enhancements, including branding, custom apps, and standardized reports and dashboards.
- ▶ Implemented Marketing Cloud, automating repetitive tasks and increasing automation, saving each marketing user at least 1 hour of manual data entry per day.

Company Name, Junior Salesforce Administrator

January 2015 - November 2016

Junior Salesforce Administrator, acting as the primary point of contact for 100+ Sales and Service Cloud users.

- ▶ Managing support tickets using Cases, improved case resolution time by 10%.
- ▶ Developed reports, dashboards, and processes to continuously monitor data quality and integrity, reducing duplicate accounts by 20%.

EDUCATION

University Of Ibadan Distance Learning — Bsc in Psychology — Ongoing

Alx Africa - Software Engineer

HOBBIES AND INTERESTS

- ▶ Coding
- ▶ Football
- ▶ Problem Solving Task

