

DEBORAH IBUKUNOLUWA ADEBAYO

Frontend Developer

Contact: (+234) 08131256895

Address: Abuja, Nigeria

PROFILE

Enthusiastic and skilled front-end developer with 2 years' experience in building responsive and user-friendly web applications. Proficient in HTML, CSS and JavaScript, seeking to leverage expertise in delivering high-quality digital experiences.

SKILLS

- Proficient in HTML5, CSS3 and JavaScript
- Responsive web design principles
- ☐ Cross-browser compatibility testing
- ☐ Version control systems
- ☐ Responsive Design
- ☐ APIs (Application Programming Interfaces)
- ☐ Problem-Solving Skills
- Security Best Practices
- UI/UX design principles
- Performance optimization techniques

EXPERIENCE

Frontend Developer

Freelancing

Feb 2023 - Present

- ☐ Developed responsive web applications using HTML%, CSS3 and JavaScript.
- ☐ Implemented UI/UX principles in creating amazing user experience.
- ☐ Conducted architecture and optimization of the company website, enhancing user experience and doubling online engagement.
- ☐ Direct cross-functional teams in the development and execution of web-based projects, ensuring timely delivery with a 25% improvement in project efficiency.
- ☐ Conducted cross-browser compatibility testing and performance optimization to ensure optimal user experience
- ☐ Participated in Agile development sprints, contributing to feature planning and execution.

TECHNICAL SUPPORT ADVOCATE

Tek Experts Nigeria

Feb 2021- April 2022

- ☐ Orchestrated and concluded negotiations with partners, amplifying profit maximization by an impressive 25%.
- ☐ Exemplified independent thinking and decision-making prowess, fostering efficiency in strategic initiatives.
- ☐ Delivered real-time feedback to the product development team, drawing from on-site visits, field experience, and customer interactions, resulting in a 20% increase in product enhancements.
- ☐ Collaborated with Insights organization to furnish comprehensive insights on customer reports, optimizing benefits for customers and elevating satisfaction rates by 30%.
- ☐ Offered in-house technical support to customers, sales, distributors, and field service, ensuring a 15% increase in issue resolution efficiency.
- ☐ Provided on-site technical support, demonstrating a commitment to customer satisfaction, resulting in a 20% improvement in service delivery metrics.
- ☐ Managed order entries for internal/external customers, enhancing order processing efficiency by 25%.
- ☐ Showcased deep technical expertise, delivering solution knowledge and guidance, contributing to a 30% increase in customer issue resolution.
- Conducted occasional travel within the assigned territory, strengthening client relationships and expanding market reach by 20%.
- Leveraged advanced computer technology to streamline operations, efficiently handling high call volumes with a 20% increase in responsiveness.

ACHIEVEMENTS

- Maintained positive working relationships with a portfolio of 200+ clients over the years, demonstrating the ability to provide consistent, quality service for an extended period.
- Proven track records of winning back lost customers using retention strategy and converting them into loyal customers.
- Proven record of resolving any software issue on Windows and Microsoft Office.

CUSTOMER SERVICE EXECUTIVE

DreamWorks Integrated System

March 2020 - Jan 2021

- ☐ Fostered a positive, empathetic, and professional environment, boosting customer satisfaction by 20%.
- ☐ Enhanced cross-channel communication, reducing query resolution times by 15%.
- ☐ Promptly resolved customer complaints, achieving a 25% decrease in escalated issues and a 30% increase in resolution rates.
- ☐ Led sales lead generation for diverse products, driving a 15% increase in sales revenue.
- ☐ Meticulously documented customer interactions, increasing retrieval efficiency by 20%.
- ☐ Streamlined internal communication processes, improving efficiency by 15%.
- ☐ Evaluated and enhanced the customer service process, contributing to a 10% improvement in effectiveness.
- ☐ Maintained high customer satisfaction, fostering a 25% increase in loyalty and retention rates.
- Managed customer accounts with precision, reducing data error rates by 20%.
- Acquired in-depth product knowledge, contributing to a 30% improvement across the team.

ACHIEVEMENTS

- Improved Customer Satisfaction by 25% in 1 year, according to online survey.
 - Expanded client base by 20% over the course of 1 year.
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EDUCATION

Ekiti State Univerisity

2013 – 2017

Business Administration (BSc)

CERTIFICATIONS

Certificate of Programming with JavaScript

2022

<https://coursera.org/verify/A8Q6TH4GKF4F>

Certificate of Introduction to Front End Development

2022

<https://coursera.org/verify/9M7HVC89QSYZ>

Certificate of HTML and CSS in-depth

2022

<https://coursera.org/share/46382c00ff3167a633f759a1aea0b837>

Certificate of version control (in view)

2022

<https://coursera.org/share/90f79e575036742178ede80c2b92f7a9>