Saheed KAZEEM | Customer Service Agent

Location: Letterkenny, Ireland.
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Skills

Software Supported: Microsoft Dynamics 365 – Human Resources & Finance

Programming Languages: Python, Javascript, Java, SQL

Soft Skills: Good communication. Going extra miles for customers. Ability to pacify irate customers.

Education and Qualification

MRes   **Computing**
Atlantic Technological University, Ireland (in progress)

Research Project: Self-supervised representation deep reinforcement learning for advanced persistent threat detection in large-scale networks

BEng.   **Computer Engineering (First Class Honours)**
Federal University Oye-Ekiti, Nigeria (2020)

Modules: Computer Aided Engineering, Engineering Mathematics,Software Development and Computational Techniques, Numerical Computation, Engineering Statistics, Control Engineering, Object Oriented Design and Programming, Assembly Programming Language, Artificial Intelligence, Artificial Neural Network, Embedded System Designs, Microprocessor Systems and Interfacing, Simulation and Modeling, Computer Security, Software Engineering, Cryptography, Digital Signal Processing

Thesis: The Design and Implementation of a Micro controller-Based System for the Visually Impaired

Career Summary

June 2021- October 2022   **Technical Support Engineer**

Tek-Experts, Lagos, Nigeria

Key Responsibilities

- Established and maintained relationship with customers via phone calls, email, and screenshare meetings.
- Investigated and reported bugs to the Microsoft product team for fixing.
- Escalated advanced queries to the subject matter experts.
- Raised collaborations on interdisciplinary cases.
- Documented case activities on the case management portal.
- Provided time to time update to customers on reported issues.
- Reproduced customer's issues on D365 standard environments.

March. 2021 - June 2021	**Information Technology Analyst (Internship)**
	Holmen Consulting, Lagos, Nigeria

Key Responsibilities
- Learned the fundamentals of cloud computing.
- Learned how to use the analytic tools on Azure and Oracle cloud platforms.
- Assisted in migrating a client's on-premise database to the cloud.
- Volunteered to familiarize a new employee with an accounting software called Quickbooks

March 2020- February 2021	**Store Manager (National Youth Service)**
	Emma-Tob Technologies, Agbara, Nigeria

Key Responsibilities
- Assisted in keeping track of consumables and finished products in the store.
- Signed waybills for all outgoing products.

June 2018- December 2019	**Computer Engineer (Industrial Training Attachment)**
	Rave 91.7 Fm, Osogbo, Nigeria

Key Responsibilities
- Managed the radio station websites.
- Assisted in the outdoor broadcast coverage.
- Managed the radio station's intranet services.

Projects Undertaken

- Developed a machine learning model to predict the likelihood of customers becoming inactive and stopping patronizing an African telecommunication company.
- Developed a machine learning model to predict customers who will default on a loan in a Nigerian-based retail company.
- Built a GUI-based object tracking and detection application using OpenCV and COCO datasets.

Professional Certificates

- Google -Technical Support Fundamentals **2021**
- Google -The Bits and Bytes of Computer Networking **2021**
- Oracle Cloud Infrastructure 2021 Sales Specialist **2021**
- DSN Artificial Intelligence Bootcamp Certificate of Completion. **2020**

Professional Membership

- Member of a Data Scientist Network
- Graduate Member of the Nigerian Society of Engineers

Scholarships & Awards

- Abdulkabir Aliu Foundation Scholar **2017-2019**
- Samson Abioye Memorial Scholarship Winner **2018**

Publications

- Olaniyan O.M, Jayeoba M., **Kazeem S.** (2019). Design and Implementation of an Automatic Fire Alarm System Using GSM Module. *Annals Computer Science Series Journals Vol. XVII fasc 2* .http://anale-informatica.tibiscus.ro/download/lucrari/17-2-35-Olaniyan.pdf

- Olaniyan O.M, Ogude U.C., **Kazeem.S** *et.al* (2020). Design and Implementation of a Microcontroller-Based Walking Stick for the Visually Impaired. *International Journal of Information Processing and Communication (IJIPC) Vol.9 No.1&2 [May, 2020]* . https://www.ijipc.com.ng/index.php/ijipc/article/view/437/224

Extra Curricular Activity

Coding	Cycling
Reading	Listening to Music

REFEREE - Available on request