FEMI-FADIYA Segun Pelumi

PROFESSIONAL SUMMARY

Driven by over two years of experience in the banking sector, I have honed a versatile skill set focused on resolving customer concerns with a paramount emphasis on satisfaction and fostering genuine connections. My proficiency also extends into the tech realm, specifically in Frontend website development and product design. I specialize in crafting user interfaces meticulously tailored to ensure a seamless user experience. With expertise spanning prototyping, wireframing, and intuitive design, I am poised to contribute significantly to teams dedicated to prioritizing customer satisfaction and developing solutions-oriented websites and applications.

WORK EXPERIENCE

Site Reliability Engineer   **03/2023 – Present**

Stanbic IBTC, Idejo Lagos State

Key Roles

- Coordinate a full deep dive for critical system to analyze architecture, incidents, single point of failures, engineering practices,etc to come up with ways to improve the system
- Created dashboard on Elasticsearch and AppDynamics to monitor critical applications and the infrastructure on which they are built on.

Freelance UX Designer   **01/2023 – 03/2023**

LUTA, Remote

Key Roles

- Conducted user research on students in Nigeria to know their behaviour, experience, expectations, etc when it comes to social interaction amongst students
- Brainstorm with other designer about flow of design, architecture, deliverables, etc.
- Collaboratively drafted out low and mid-fidelity interface with other designers while we subject it to tests to know how to ensure process of performing a task is seamless and contain as few clicks as possible
- - Designed the high fidelity and mock-ups for both the mobile app and the landing page.

CONTACT DETAILS

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📍 42, Akinromola Street, Ladilak, Shomolu Lagos

ACADEMIC BACKGROUND

B.Sc Microbiology
Obafemi Awolowo University, Ile-Ife
2015 - 2019

SSCE
United Anglican Methodist Grammar School
2008 - 2014

NECO
Ogedengbe School Of Science, Ilesa
2014

SKILLS & COMPETENCE

- User Interface Design with Figma
- Prototype and wireframes design
- Responsive frontend Website development using ReactJS and NextJs
- UX research and interviews, Iterative design and Mockups

LANGUAGES & PROFICIENCIES

- HTML, CSS and Vanila Javascript
- React JS & NextJs
- Redux TKT
- Tailwind CSS
- Docker, Linux, Elasticsearch, VMs and AWS

Customer Experience Engineer   **07/2021 – 12/2022**

Access Bank Plc, Lagos

Access Bank is a multinational commercial bank having their headquarter in Lagos. Customer experience centre is a digital hub under the channel delivery department where all the digital issues of customers are being solved immediately.

- Listen to customer complaints concerning the various digital channels they used for their daily transactions.
- Troubleshoot for the root-cause of their issues by consulting various tables of the bank's database to see where the abnormalities are emanating from.
- Proffer immediate solution to the problem and advise the customers on how to solve the issue next time, especially the next-billion users that are just getting familiar to the tech-driven world.
- Send Feedback on the user-experience across the digital channels to ensure seamless products are always available to the users.

Achievement: Achieved a score of +90% for the CSAT (customer satisfaction) survey for the second quarter of 2022

Subject Teacher (NYSC)   **11/2019 – 11/2020**

Government Secondary School, Idama, Rivers State

National Youth Service Corp is a mandatory one-year youth-service for all graduates. Roles and responsibilities include:

- Plan and deliver Biology lesson for senior high school students of the school
- Organize laboratory sessions to facilitate the student's understanding in various topics

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REFERENCES

Available on request