



Lucky Aremu

IT Project Manager | Web Developer

Profile

Professional project manager in the software development life cycle with certification in front-end web development.

Employment History

IT Project Manager | Web Developer at Qservicesit, Mohali, India

February 2021 — May 2023

- I lead the planning, execution, and delivery of IT projects, ensuring adherence to project timelines, budgets, and quality standards.
- Played a key role in facilitating effective collaboration among cross-functional teams, resulting in the accurate definition of project scope and objectives.
- Received positive feedback from stakeholders for strong teamwork and communication skills, leading to successful project outcomes.
- Created comprehensive project plans that successfully guided project teams, resulting in improved project efficiency and timely completion.
- Implemented an effective project tracking system that resulted in enhanced visibility and streamlined project progress monitoring.
- Developed and implemented innovative web solutions that exceeded client expectations and received positive user feedback.
- Demonstrated a deep understanding of web development technologies, resulting in the successful delivery of high-quality web solutions.
- Proactively identified and addressed project risks, resulting in successful risk mitigation and project delivery without major disruptions.
- Monitoring project progress and providing regular status updates to key stakeholders, identifying and addressing any deviations from the project plan.
- Managed project budgets, tracked expenses, and reported on project finance to ensure effective resource allocation.
- Fostering strong relationships with clients and stakeholders by actively managing their expectations and ensuring their satisfaction with project outcomes.
- Identified opportunities for process improvements and implemented best practices to enhance project delivery efficiency and quality.

Technical Support Engineer at Microverse inc, California, US

January 2020 — December 2020

- Provided technical support through various channels (email, Slack, Teams, Zoom) and resolved software, hardware, and network issues efficiently.
- Guiding partners in installing, configuring, and utilizing software applications and tools.
- Reviewed code submissions, ensuring adherence to coding standards,

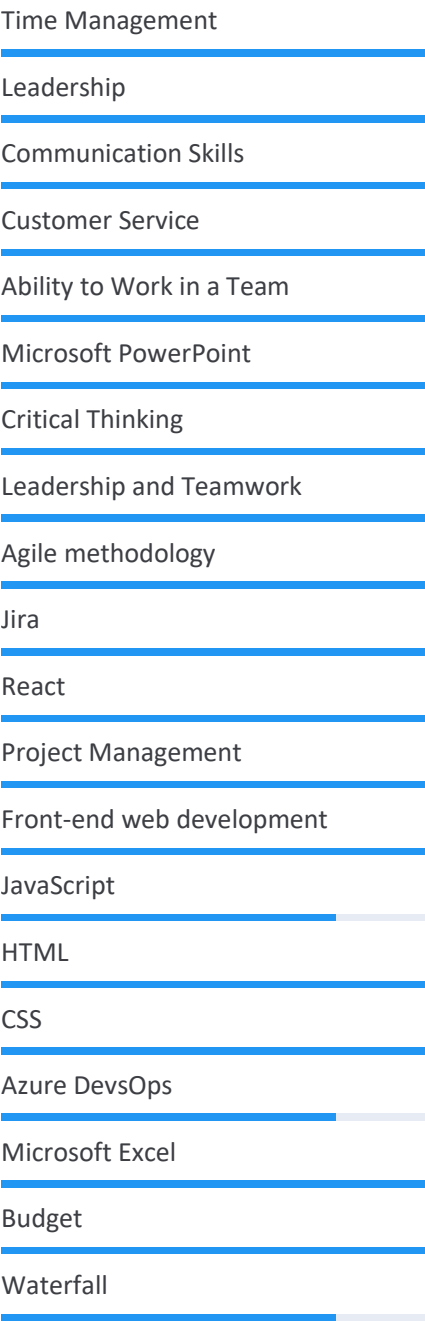
Details

Lagos, Nigeria, +2348032236791
aremu.baba70@gmail.com

Links

[Linkerdin](#)
[Github](#)
[Portfolio](#)

Skills



Languages

best practices, and security guidelines.

- Identified and documented code bugs, performance bottlenecks, and potential security vulnerabilities.
- Collaborated with teams, providing constructive feedback and suggestions for code improvement.
- Created and maintained technical documentation, troubleshooting guides, and knowledge base articles.
- Contributed to the company's internal knowledge base, documenting code review findings and best practices.
- Build and maintained positive partner relationships, ensuring timely issue resolution and effective communication.

Customer Services Representative | Transaction Officer at GTBank, Lagos, Nigeria

September 2017 — January 2021

- Contributed towards the preparation of annual budgets, forecasts, and budgetary control.
- Created and maintained the chart of accounts and other company financial records.
- Paid and received cash/cheques from customers.
- Assisting in developing reports and data.
- Performed general accounts and financial reconciliation, and perform any other role assigned by the manager.
- Ensured customer satisfaction and provide professional customer support.
- Provided feedback on the efficiency of the service process.
- Processed orders, forms, requests, and applications.
- Acknowledged and resolve customer complaints, and respond promptly to a customer complaint.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Maintained a positive, empathetic, and professional attitude toward the customer at all times
- Utilized customer feedback to improve existing products and services, resulting in increased customer satisfaction

Education

BSc. Biochemistry, University of Benin, Benin city, Edo state

January 2011 — November 2015

2.1 honors

Courses

Front-end web development, Microverse

January 2020 — September 2020

Agile Project Management, Coursera

January 2021 — June 2021