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| |  |  | | --- | --- | |  | 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 HistoryIT 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, 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 | |  | EducationBSc. Biochemistry, University of Benin, Benin city, Edo state January 2011 — November 2015  2.1 honors | |  | CoursesFront-end web development, Microverse January 2020 — September 2020 Agile Project Management, Coursera January 2021 — June 2021 | | Details Lagos, Nigeria, +2348032236791  [aremu.baba70@gmail.com](mailto:aremu.baba70@gmail.com) Links [Linkerdin](https://www.linkedin.com/in/luckyaremu/)  [Github](https://github.com/Luckyaremu)  [Portfolio](http://www.luckyaremu.com) Skills  |  |  |  | | --- | --- | --- | | Time Management | | | |  | |  | | Leadership | | | |  | |  | | Communication Skills | | | |  | |  | | Customer Service | | | |  | |  | | Ability to Work in a Team | | | |  | |  | | Microsoft PowerPoint | | | |  | |  | | Critical Thinking | | | |  | |  | | Leadership and Teamwork | | | |  | |  | | Agile methodology | | | |  | |  | | Jira | | | |  | |  | | React | | | |  | |  | | Project Management | | | |  | |  | | Front-end web development | | | |  | |  | | JavaScript | | | |  |  | | | HTML | | | |  | |  | | CSS | | | |  | |  | | Azure DevsOps | | | |  |  | | | Microsoft Excel | | | |  | |  | | Budget | | | |  | |  | | Waterfall | | | |  |  | |  Languages  |  |  | | --- | --- | | English | | |  |  | |