

MARTIN OKAFOR

Phone: 07960782206 | Email: Martinokaf@live.com | London, UK

Linkedin: [linkedin.com/in/martin-okafor-b1185129a/](https://www.linkedin.com/in/martin-okafor-b1185129a/) | Portfolio: MartinOkafor.github.com |

GitHub: github.com/Martinokaf

Highly motivated and enthusiastic Front-End Web Developer trainee with a strong background in business studies, exceptional customer service experience, and current experience as an Online Manager at Sainsbury's. Committed to delivering high-quality work and continuously expanding my skill set to stay up-to-date with the latest industry trends.

TECHNICAL SKILLS

JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React, Node, Handlebars, jQuery, Bootstrap

PROJECTS

Work-Day-Scheduler | [Written link to GitHub](#) | [Written link to deployed project](#)

- Summary: Work day calendar, helping users manage hourly schedule for busy hours
- Role: Sole author
- Tools: HTML, CSS, JavaScript, Bootstrap, Day.js, Font Awesome

WeatherApp | [Written link to GitHub](#) | [Written link to deployed project](#)

- Summary: Weather app that provides current and future weather forecasts in cities.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap, Day.js, Font Awesome

Travel-Inspiration (Yugen) | [Written link to GitHub](#) | [Written link to deployed project](#)

- Summary: My team and I developed a user-friendly webpage for tourist use
- Role: Front end designer
- Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap, Jumbotron

Junior Web Developer

2023-Present

Guardian Street Mapper

London, UK

My team and I developed a user-friendly web page using react, which will be used to track the theft rate around different boroughs in London.

Key Accomplishments:

- Co-developed a user-friendly, intuitive, and secure website from scratch with interactive features to optimize traffic and user experience.
- Collaborated with all Team members successfully while remaining fiscally responsible.
- Tools: Node, Jason, Vite, Bootstrap, API and React Leaflet

NHS

Aug 2023-Present

Mental Health Support Worker

London, UK

- Take and record observations of patients' temperature, pulse, respiration, oxygen saturations and blood pressure. To monitor patients' blood sugars. Any abnormalities to be reported to the qualified nurse.
- Collaborating with other healthcare professionals to develop treatment plans for people with mental health conditions
- Observing patients for behavioral changes
- Supervising and monitoring patients within the facility to ensure their safety
- Performing comprehensive risk assessments on patients
- Documenting and maintaining patient health records

Sainsburys

May 2023-Feb 2004

Online Manager

London, UK

- Oversee daily operations of the store, ensuring smooth functioning and adherence to company policies and procedures
- Manage a team of 50+ employees, providing guidance, training, and performance evaluations
- Monitor inventory levels, conduct regular stock checks, and coordinate with suppliers to ensure optimal stock availability
- Implement strategies to improve customer satisfaction and resolve any customer complaints or issues
- Analyze sales data and implement promotional activities to drive sales and achieve targets
- Collaborate with the team of 4 and other departments to ensure effective communication and coordination

Sigma Connected

August 2022-May 2023

Octopus Energy Customer Service Advisor

London, UK

- Continuous and consistent dialogue with customers via Max Contact software and emails, solving their problems, focusing on taking care of the customer's quality
- Using Kraken (Proprietary Software) as a revolutionary energy tech platform based on advanced data and machine learning capability which is built around customers
- Answering a variety of queries end-end e.g. billing, metering, complaints etc. Dealing with the customers from start to finish
- Collaborating with cross-functional team to resolve complex customer issues
- Maintaining high level of customer satisfaction by providing accurate information and helpful solution
- Engaging with industry stakeholders e.g. organize site visits for engineers
- Taking part in new initiatives, both systems and processes ensuring continuation of excellent customer satisfaction and business continuity

EDUCATION

Certificate, Full Stack Web Development – University Of Birmingham Computer Science

BSC Business Administration – London SouthBank University

