

OLUWASEGUN MICHAEL ALABI – Front-End Developer

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Objective

Front-End Developer & Application Support Engineer with 2+ years of experience in production-grade systems, workflow automation (ProcessMaker), and modern JavaScript frameworks. Certified by Meta, with proven cross-functional collaboration and SQL troubleshooting skills.

Skills

- **Process Automation:** ProcessMaker, n8n
- **Programming & Scripting Languages:** JavaScript, Python, PHP/MySQL, HTML5, CSS3
- **Libraries & Frameworks:** jQuery, React.js, Node.js, Bootstrap, Tailwind CSS
- **API Development:** RESTful API, Integration, Testing
- **Version Control:** Git, GitHub
- **Other Skills:** Analytical Skills, Critical Thinking, Problem-Solving, Research, Copywriting

Work Experience

Freelance Web Developer & Automation Specialist <i>Front-End Development, Workflow Automation, Client Solutions</i>	Jul 2024 – Present <i>Remote</i>
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- Designed and deployed responsive websites using React, HTML, CSS, and JavaScript for SMEs and personal brands.
- Integrated third-party APIs and automation tools (n8n, teable) to streamline client operations and reduce manual tasks.
- Customized WordPress sites with optimized UX/UI, SEO best practices, and performance tuning.
- Developed reusable components and implemented client-requested features in agile, iterative cycles.
- Provided ongoing technical support, bug fixes, and performance improvements for live applications.
- Delivered documentation and walkthroughs to help clients manage and maintain their platforms independently.

Access Bank Plc <i>Application Developer (ProcessMaker)</i>	Nov 2022 - Jul 2024 <i>Lagos, Nigeria Hybrid</i>
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- Developed 10+ enterprise-grade workflows automating internal processes for over 500 users, reducing manual operations and approval times by 40%.
- Designed and deployed scalable process forms, scripts, and triggers in ProcessMaker BPM, enhancing task automation and operational accuracy.
- Integrated ProcessMaker with internal systems and databases using REST APIs, streamlining interdepartmental workflows and data flow.
- Continuously optimized workflows for speed, usability, and reliability, increasing overall process adoption across departments.
- Maintained detailed technical documentation and user guides, enabling faster troubleshooting and onboarding of new developers.

Application Support

- Reduced application downtime by 30% through proactive support, incident management, and root cause analysis.
- Delivered first- and second-line technical support across phone, email, and chat, consistently meeting service level agreements (SLAs).
- Logged, tracked, and escalated technical issues using ServiceDesk tools, ensuring timely resolution aligned with ITIL best practices.
- Collaborated with stakeholders to identify recurring issues, implementing workflow improvements and knowledge base updates.
- Conducted end-user training and system onboarding sessions, improving adoption rates and decreasing repeat support tickets.
- Supported agile delivery cycles; contributed to sprint planning, daily standups, and retrospectives as a certified Scrum Master.

SQI College of ICT <i>Front-End Engineer (Web development) Trainee</i>	Apr 2021 - Sep 2022 <i>Ogbomosho, Oyo State</i>
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- Enhanced web applications using HTML, CSS, JavaScript, MySQL, and PHP, improving functionality and user satisfaction
- Designed websites on WordPress that increased user engagement by improving navigation and accessibility
- Collaborated on tech projects, ensuring timely completion and meeting project goals through effective team management
- Developed websites with interactive features, conducted navigation testing, and created landing pages.
- Expanded technical knowledge through exposure to diverse tech industry practices, leading to improved problem-solving skills

Education

Ladoke Akintola University of Technology (LAUTECH) - Oyo State

Graduated - June 2021

Bachelor of Technology, Statistics

Certifications

- Meta Front-End Professional: [LINK](#)
- Professional scrum master I: [LINK](#)
- SQL for data analysis: [LINK](#)
- JavaScript fundamentals: [LINK](#)
- Responsive web design: [LINK](#)