

OLORUNFEMI BAMGBOSE

Femibam1@gmail.com | IT Support Specialist | Software Engineer | Customer Service | <https://github.com/Obamg3017>

SUMMARY

Experienced IT Support Specialist with 3+ years of hands-on experience providing technical assistance and troubleshooting for hardware, software, and network issues. Proven track record of delivering efficient solutions and excellent customer service. Additionally, boasting 2 years of full-stack software engineering experience crafting PERN stack applications and specializing in front-end development. Seeking a challenging role to leverage my skills in driving business success through effective software solutions.

TECHNOLOGIES

Tech Stack includes: Javascript, React, HTML5, CSS3, TailwindCSS, Node.js, Express, PostgreSQL, SQL, Bootstrap, Express, Material UI, Vite, Socket.IO, Firebase, Next.js, Open AI API

Tools include: Git, Github, VsCode, Figma, Slack, Excalidraw, BMC Remedy, Kanban, Jira, Salesforce-CRM, SLAs

PROFESSIONAL EXPERIENCE

Bask

Remote

Software Developer

November 2023 – February 2024

- Collaborated with cross-functional teams to design and implement React-based projects
- Managed component state in React applications, ensuring seamless functionality and user experience
- Effectively used debugging methods and tools to diagnose and solve bugs in the code-base
- Improved code quality through active code reviews and shadowing developers, resulting in fewer bugs
- Executed React best practices to optimize website functionality, resulting in a 20% boost in user engagement

Geico Auto Insurance

Woodbury, NY

IT Support Specialist

June 2020 – January 2023

- Managed 50+ technical support requests weekly via email, phone, and remote desktop, resolving hardware, software, and network issues swiftly.
- Administered a ticketing system including BMC remedy, prioritizing, and documenting 100+ support requests to expedite resolution and enhance team efficiency.
- Coordinated with cross-functional teams to deploy McAfee software updates, ensuring system compliance
- Completed IT requests guaranteeing timely resolution and adherence to service level agreements (SLAs)

Underwriting Quality Control Analyst

April 2015 – May 2020

- Conducted cross-functional meetings with service and claims teams to analyze pain points, validate existing processes, and implement strategies for sustained profitability
- Ran daily operations for 65 underwriters, emphasizing tool integration, and ensuring seamless operations across 1,500 policies per month
- Analyzed daily loss ratio reports, ensuring alignment with underwriting goals for optimal performance
- Proactively communicated tier and placement changes to clients based on driving records, resulting in a 90% success rate in selling and retaining higher-cost renewal policies through strategic sales techniques

TECHNICAL PROJECTS

Personal Portfolio

Remote

Founder – Software Developer

August 2023 – September 2023

- Engineered a portfolio website with Vite.js for accelerated build speed, optimizing development workflow
- Integrated React for dynamic content rendering and enabled React Router for fluid navigation with efficient client-side routing and minimal page reloads
- Utilized Tailwind CSS to streamline styling, delivering a visually appealing and responsive platform

SynergyConnect

Remote

Authentication & Tailwind CSS – Software Engineer

June 2023 – July 2023

- Expanded technical skills beyond the curriculum using TailwindCSS for mobile app development
- Designed and applied a visually captivating and intuitively seamless user interface, refining user experience
- Successfully integrated Socket.IO and Jitsi API to provide users with a vibrant centralized communication space, fostering a thriving synergistic community

Gameworld

Remote

Full Stack – Software Engineer

May 2023 – July 2023

- Developed a PERN-based e-commerce project spotlighting video game merchandise
- Crafted an adaptive cart functionality, allowing users to add, manage, and purchase selected items
- Utilized version control, ensuring smooth collaboration and efficient deployment of updates

EDUCATION & ACCREDITATIONS

Full Stack JavaScript Web Development Bootcamp — Full Stack Academy

Bachelors in Sport Management & Recreation/Leisure — SUNY Brockport