Saheed Oladunjoye
Software Developer

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Professional Summary

Highly experienced individual with a strong technical background and eagerness to learn. Well versed in providing solutions to ever changing dynamic issues by identifying the root cause, understanding, replicating, and resolving complicated technical issues. Versatile in leveraging front-end/back-end skills into creating beautiful and efficient code.

Educational Background and skills

B.Sc. Environmental Science   **Aug, 2019.**

Faculty of Environmental Science, University of Manitoba, Winnipeg.

Languages and Technologies:

HTML, CSS, Bootstrap, JavaScript, Node.js & Express, API'S, GIT, jQuery, SQL, Jira, etc.

Projects

Crypto Currency App (Personal Project)
- Developed a JavaScript Web App hosted on Heroku using HTML, CSS, Bootstrap, JavaScript, DOM, Node.js, GIT, Coingecko API, Embedded JavaScript templates, Async functions, etc. to develop a platform to give users fundamental analysis on the crypto currency market.

Newsletter Signup (Personal Project)
- Developed a JavaScript Web App which is hosted on Heroku using HTML, CSS, Bootstrap, Mailchimp API, Node.js, with the primary intention to gather user information as a means of storing it for future marketing opportunities. This user information is stored on the Mailchimp servers and available whenever needed.

Drum Kit
- A front facing website designed to produce a digital concept of a drum set. This project helped practice the use of the DOM, set time out functions, playing sounds with JavaScript, operators, etc.

Simple Dice Game
- A simple game designed to be played with 2 friends, that can either result in a win, loss or draw. This project was designed primarily with the aim of utilizing randomization in a real-life scenario

Work Experiences

Technical Support Specialist   **May 2022 – Present**
Allocadia   Vancouver, British Columbia

- Prioritized issues based on their severities, drove root cause analysis, and ensured corrective actions were taken within the Support and Product teams.
- Delivered high-quality solutions for a wide variety of service requests involving feature enablement and enhancements to existing customer setups, managed separately from (& efficiently alongside) support ticket queue.
- Assisted clients in embedding SaaS in a third-party software by helping syncing API keys and setup instructions to allow for cross compatibility of software among numerous platforms.
- Used import expression rule framework to easily setup and maintain complex mapping rules for imports to the software, with the use of operations, comparison operators, mapping, input variables, etc.
- Utilized Multi-Dimensional Analytical Query Language to define metrics and aggregations of underlying complex data which is then used for developing client reports on performance, such as Fiscal year marketing spend

Client Service Representative   **August 2021 – April 2022**
Canada Life Assurance Company   Winnipeg, Manitoba

- Maintained relationships with plan administrators and clients for group benefit claims, inquires, general plan info and processing to serve as a liaison to Canada Life.
- Provided in depth referrals to Client Service Specialists on behalf of members regarding plan enrolment, termination, payment issues and out of scope inquiries.
- Processed withdrawals, tax receipts and activity reports for members from their tax sheltered and personal plans.

- Generated disclosure packages detailing options members have access to for their group registered savings plans held with Canada Life.
- Produced tax receipts and T4s to assist members accurately document contributions and withdrawals from their savings plans.

Quality Assurance Analyst   **June 2020 – August 2021**

Apple   Winnipeg, Manitoba.

- Researched, tracked, and logged tickets for emerging issues customers were experiencing due to software and hardware updates of devices.
- Served as liaison to developers by providing weekly feedbacks on newly deployed operating systems to aid continual improvement of products and service experience.
- Trained newer employees on data handling, privacy guidelines and phishing handling procedures.
- Completed quality assurance and coaching session reports on a weekly basis on number of assessments completed.
- Provided reports on strategies to improve customer retention using a host of Microsoft Office programs with data from collected from customer ratings and feedbacks.