

Olakunle Salami

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EDUCATION

Bachelor of Business Administration

University of Memphis, Memphis, TN

Major: International Business

Expected graduation date: May 2022

EXPERIENCE

Student President, Aug 2016- May 2018

Future Business Leaders of America, Memphis, TN

- Implemented and achieved top 5 in fundraising
- Encouraged peers towards the National Leadership Conference.
- Presented in the Web Design cluster in the national conference and achieved 6th place

Student Assistant, Sept 19th, 2018- Dec 4th, 2018

Research & Instructional Services McWhorter Library, Memphis, TN

- Perform basic reception duties including greeting visitors and customers
- Maintain point of service statistics and conduct tours
- Answer telephone, direct calls and take messages
- Shelve periodical material such as microfilm/microfiche, bound and unbound journals, newspapers, etc.
- Report supply shortages to supervisor in a timely manner
- Report any equipment malfunctions to supervisor/Libraries' Systems department/Building coordinator, James Singleton
- Assist in training other student employees
- Aided with basic research requests & catalog searches
- Supported library users with the microfilm scanners, bookeye, copy card dispenser, copiers, locate books, etc

Technical Support Agent, Oct 3rd, 2018- Dec 27th, 2018

FedEx Service Desk UMR Ventures, INC. FedEx Institute of Technology, Memphis, TN

- Communicate effectively with clients while thoroughly documenting conversations, exchanges, or sessions into ticketing systems.
- Troubleshoot users' issues using available resources.
- Document all calls within the online ticketing system.
- Facilitate technical issues and resolutions to clients, coworkers, and leadership.
- Provide quality customer service to users over the phone.

Resident Advisor, Jan 12th, 2019

University of Memphis, ResLife Team, South Hall, Memphis, TN

- Communicated effectively within a group to help ensure that action plans were executed for the implementation of planned events
- Responsible for enforcing college policy and documenting incidents of college policy violations
- Collaborated with other Resident Advisors to plan joint programs as well as to communicate any concerns regarding the safety and security of residence halls

CERTIFICATIONS

CISCO Networking Academy IT Essentials, May 9, 2018

SKILLS

Microsoft

- Excel, word, and PowerPoint

Computer Languages

- HTML/CSS and JavaScript

Languages

- Spanish- Beginner
- Japanese- intermediate

Adobe

- Photoshop
- Dreamweaver

HONORS/AWARDS

Memphis Advantage

TN Hope Scholarship