

# Olakunle Salami

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## EDUCATION

### **Bachelor of Media Production and Design**

Carleton University, Ottawa, ON

Major: Media Production and Design

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 6<sup>th</sup> place

### **Student Assistant, Sept 19<sup>th</sup>, 2018- Dec 4<sup>th</sup>, 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 3<sup>rd</sup>, 2018- Dec 27<sup>th</sup>, 2018**

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

- Communicated effectively with clients while thoroughly documenting conversations, exchanges, or sessions into ticketing systems.
- Troubleshooted users' issues using available resources.
- Documented all calls within the online ticketing system.
- Facilitated technical issues and resolutions to clients, coworkers, and leadership.
- Provided quality customer service to users over the phone.

### **Resident Advisor, Jan 12<sup>th</sup>, 2019 – Aug 16<sup>th</sup>, 2019**

*University of Memphis, ResLife Team*, Memphis, TN

- Communicated effectively within a group to help ensure that action plans were executed for the implementation of planned events
- Enforced 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
- Resolved campus employees through scheduling conflicts with other employees
- Counseled employees going through difficult psychological distress

## **CERTIFICATIONS**

*CISCO Networking Academy IT Essentials, **May 9, 2018***

*Future Business Leaders of America, **5/1/2018***

## **SKILLS**

### **Microsoft**

- Excel, word, and PowerPoint

### **Computer Languages**

- HTML/CSS, XML, and JavaScript

### **Languages**

- Spanish- Beginner
- Japanese- intermediate

### **Adobe**

- Photoshop
- Dreamweaver