



## CONTACT INFORMATION



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# OLAKUNLE SALAMI

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## EDUCATION

### MEDIA PRODUCTION & DESIGN

Carleton University

Present

## SKILLS

Web Design

Microsoft Word

Microsoft Excel

Adobe Premier

Adobe Photoshop

Adobe Dreamweaver

## COMPUTER LANGUAGES

HTML/CSS

XML

JAVASCRIPT

C

Java

## LANGUAGES

Spanish-Beginner

Japanese-Intermediate

## CERTIFICATIONS

IT Essentials

CISCO Networking Academy

Smart Serve Ontario

Reliability Clearance

## WORK EXPERIENCE

### Resident Advisor | University of Memphis

Jan. 2019 - Aug. 2019

- Created and lead enrichment activities for residents and peers
- Enforced college policy, documenting any violations
- Resolved resident and co-worker conflicts
- Supported residents and peers going through difficult psychological distress
- Collaborated with other resident advisors to plan programming
- Communicated any concerns regarding the safety and security of residence halls

### Technical Support Agent | Federal Express

Oct. 2018 - Dec. 2018

- Communicated effectively with clients while thoroughly documenting all calls within the online ticketing system
- Troubleshooted user's issues using available resources
- Facilitated technical issues and resolutions between clients, co-workers, and leadership
- Provided superior customer service

### Student Assistant | McWherter Library, University of Memphis

Sept. 2018 - Dec. 2018

- Performed basic reception duties, including greeting visitors and customers
- Maintained point of service statistics and conducted tours
- Aided with basic research requests, catalog searches, and supported library users with the microfilm scanners, bookeye, copy card dispenser, and other library uses
- Oversaw supply shortages and repair reports
- Assisted in training other student employees

### Catering Set-up | Levy, TD

Stadium Feb. 2020 - March. 2020

- Attend all required training and apply learnings to their daily tasks
- Comply with all regulations and related Compass policies, standards, procedures and practices. Take appropriate actions when they see situations that are not in-line with these.
- Use all required protective devices & equipment where indicated.
- Report work-related illnesses to their supervisors.
- Cooperate with Health & Safety/Food Safety representatives and workers in the workplace in carrying out their collective responsibilities.