

## Profile:

Are you looking to grow your team or company?  
Are you looking to increase your team's productivity?  
Are you looking for someone that can handle tasks with little or no supervision?

Search no further. **Faruk** is a passionate web developer with strong team player/ leadership skills and wide ranging experiences in implementing back end web solutions for customer facing websites.

With a proven track record in creating web app architecture and setting up databases (SQL or NoSQL). He is able to analyse project requirements and use his technical coding skills to create truly effective, user-friendly web solutions.

## Employment:



**20<sup>th</sup> AUG 2019 – 23<sup>rd</sup> SEPT 2020: Sales Executive**

**Miniso Lifestyle, Ilorin, KW, Nigeria**

- He engages customers to help them decide what best fits their needs.
- He makes weekly and monthly sales reports.
- He takes care of the sales floor and warehouse.
- He is in charge of goods replenishment.
- He does cashiering duties.

**5<sup>th</sup> SEPT 2016 – 9<sup>th</sup> APR 2019: Customer Service Executive (Inbound)**

**ISON BPO, Ilorin, KW, Nigeria.**



- He handles incoming calls.
- He resolves customers' requests, complaints, and queries.
- He ensures effective usage of varieties of work tools and CRM to resolve customers' requests and issues
- He manages workstation
- He escalates unresolved issues to the technical department for resolution

## Key Skills:

**Programming Languages:** JavaScript.

**Other Software and Tools:** Node.js, HTML, CSS, Wordpress, MySQL, MongoDB, Express.js, Sequelize ORM.

## Projects:

**Meditech Hospital Appointment Booking System (Back-end) – AUG 2019 – till date.**

Tools used: HTML, CSS, JavaScript, React.js, Node.js, MySQL, Sequelize, Express.js.

- Details:
- Participated in database designing and implementation using Node.js/MySQL/Sequelize.
  - Creation of APIs.
  - App architecture and APIs documentation.

Link: <https://meditech-react.netlify.app/>

## Certifications:

**How May I Help You (HMIHY), Customer Service Certification | iSON BPO | SEPTEMBER 2016**

## Education:



**National Diploma (OND),**

Architectural Technology.

Federal Polytechnic, Namoda, ZA, Nigeria. 2014 – Upper Credit