

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 back-end developer with strong team player/ leadership skills and wide ranging experiences in implementing back-end solutions for 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:



August 2019 – September 2020: Sales Executive

Miniso Lifestyle, Ilorin, KW, Nigeria

- He engaged customers to help them decide what best fits their needs.
- He made weekly and monthly sales reports.
- He took care of the sales floor and warehouse.
- He was in charge of goods replenishment.
- He does cashiering duties.

September 2016 – April 2019: Customer Service Executive (Inbound)

ISON BPO, Ilorin, KW, Nigeria.

- He handled incoming calls.
- He resolved customers' requests, complaints, and queries.
- He ensured effective usage of varieties of work tools and CRM to resolve customers' requests and issues
- He managed workstation
- He escalated unresolved issues to the technical department for resolution



Key Skills:

Programming Languages: SQL, JavaScript.

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

Projects:

August 2021 – In-Progress: Meditech Hospital Appointment Booking System (Back-end)

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: September 2016 | How May I Help You (HMIHY), Customer Service Certification | ISON BPO

Education:



National Diploma (OND),

Architectural Technology.

Federal Polytechnic, Namoda, ZA, Nigeria. 2014

Grade: Upper Credit