

NOAH ABAYOMI OGUNNIRAN

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PROFESSIONAL SUMMARY

Customer-focused professional with over five years of experience in front-end development, digital media management, and customer engagement. Adept at handling high-volume interactions with professionalism and empathy. Strong problem-solving skills, attention to detail, and ability to manage multiple priorities while delivering exceptional customer experiences. Proficient in Microsoft Office Suite, Outlook, and digital communication tools.

PROFESSIONAL EXPERIENCE

Customer Service & Digital Media Specialist

Remnant Christian Network Theological Seminary, Makurdi, Nigeria

2023 – 2025

- Managed customer interactions via digital platforms, responding to inquiries with professionalism and empathy.
- Handled large volumes of digital communication, ensuring timely and accurate responses.
- Developed and maintained web interfaces to improve user experience and accessibility.
- Ensured adherence to compliance standards, including data privacy and security protocols.

Project Consultant

Pinnacle Media Hub, Ogbomoso

2019 – 2022

- Provided customer support and technical consultations, troubleshooting issues efficiently.
- Communicated complex information clearly to clients and stakeholders.
- Assisted in optimizing digital engagement strategies and social media interactions.
- Ensured smooth project execution through strategic planning and collaboration.

Field Maintenance Engineer

Globacom Nigeria Limited, Abuja Zone (Kainji Division)

2018 – 2019

- Assisted in troubleshooting and maintaining network infrastructure.
- Provided technical support and documented workflows to enhance operational efficiency.

EDUCATION

Post Graduate Diploma in Theology and Ministry

Remnant Christian Network Theological Seminary - Adullam, Makurdi

2023

Higher National Diploma in Computer Science

Osun State College of Technology, Esa Oke

2021

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- Customer Service Excellence Training (2024)
- HTML and CSS Fundamentals (2019)
- MySQL: Beginner to Expert (2021)
- Time Management for Professionals (2021)

TECHNICAL & PROFESSIONAL SKILLS

- Customer Service & Call Handling
- Web Development: HTML5, CSS3, JavaScript, React.js, Next.js
- Design & Creativity: Figma, Photoshop
- Collaboration & Version Control: Git
- Digital Strategy & Social Media Management
- Microsoft Office Suite (Outlook, Word, Excel)
- Problem-Solving & Analytical Thinking
- Strong Communication & Multitasking Skills

REFERENCES

Available upon request.