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<https://solacoder005.github.io/connect-with-me/>

Summary

Currently, I am working full-time while studying for my diploma in Full-Stack Software Development with the Code Institute. My passion for coding stemmed from my exposure to computing at an early age, particularly when I assisted my uncle with different computing projects.

I was exposed to different areas of the 'tech' industry through my educational, employment, mentorship, and interning experiences. My recent professional role has reinforced my aspirations to build a career in software engineering. Software engineering appeals to me as it provides me with the technical skills and knowledge to create applications that provide service while nursing my creative personality.

Outside of my career pursuits, I love to design and illustrate comic characters, watch and play console games and attend Sci-Fi/Comic conventions.

Experience



Assistant Infrastructure Engineer

The Manchester Metropolitan University

Nov 2021 - Present (1 month +)



IT Assistant

The Manchester Metropolitan University

Feb 2020 - Nov 2021 (1 year 10 months)



IT Graduate Trainee

The Manchester Metropolitan University

Jul 2019 - Feb 2020 (8 months)

During my Graduate Training I have worked within the first and third-line IT support services. I have occupied the role of an IT Service Analyst where I have managed and troubleshooted several IT services accessed by both back-end and front-end stakeholders of the university (i.e. students, contractors and full-time staff).

Prior to this rotation, I worked on one of the university's IT infrastructure projects. During the project, I assisted my line managers in cleaning-up over 700 internal MS SharePoint (SP) 2010 websites and migrating them to SharePoint Online 2019 (SPO). As part of the process I performed administrative and design tasks for both SharePoint platforms. Some example tasks included managing and creating; site permissions, libraries, meta data as well as configuring the sites' design and navigation features (e.g. landing page layouts, hub sites, web-parts, news feeds and links). This project refined my understanding of how Office 365 applications (e.g. Excel and SP) can be used collaboratively to deliver effective IT services to customers.

Overall, these rotations expanded my knowledge of the university's IT services, systems and communications initiatives. Additionally, these experiences have helped me build rapport with the university's external and internal stakeholders, resolve their IT queries directly and/or refer customers elsewhere for further assistance.



Sales Associate

HomeSense

Nov 2018 - Apr 2019 (6 months)



Business School Employability Office (BSEO) - Business Student Ambassador

University of Greenwich

Sep 2017 - Apr 2018 (8 months)

In addition to promoting BSEO's services; I fulfilled administrative duties and advised students on interview techniques, CV development and the importance of engaging with opportunities such as internships and placements.



Digital Marketing Intern

VoxSmart

Jun 2017 - Sep 2017 (4 months)

While interning with VoxSmart I ran and assisted with several projects which included maintaining and strengthening their social media presence. This role has allowed me to become familiar with marketing and sales software such as HubSpot, improve my digital content creating skills (i.e. using Adobe packages and film editing software) and produce micro social media analytical reports.



Resident Assistant (RA)

University of Greenwich

Sep 2016 - Jul 2017 (11 months)

I worked in a team to safeguard the welfare of over 125 home and international students living in central campus halls. This required me to assist with any concerns that students had during their residency, and uphold health and safety procedures (e.g. first aid). As an RA, I was responsible for supporting aspects of students' academic and social well-being on campus and planned student social events for the university. These duties played a key role in supporting the university's retention of students.

This experience improved my ability to handle difficult situations, make logical decisions quickly and understand the operation of services, activities and facilities available within the university.



Events Intern

Founders Forum

Jun 2017 - Jun 2017 (1 month)

As an Event Liaison intern at Founders Forum, I took the responsibility of setting up the venues', registering guests, resolving guest queries and assist in the distribution of gift bags and packages. This role strengthened my networking and administrative skills. It also developed my ability to strengthen my product knowledge in a short amount of time.



Bartender & Waitress

Stonegate Group

Jan 2017 - May 2017 (5 months)

I provided quick food service in a fast-paced environment and ensured the bar service ran smoothly. Some duties included food serving, stock rotation, till operations, closing-up and maintaining health and safety regulations behind the bar.



Junior Stylist & Salon Technician

Suave Living Hair Salon

May 2013 - Sep 2016 (3 years 5 months)

I worked with a team of five stylists serving around 20 clients per day. My responsibilities included completing standard and technical salon services, communicating with wholesalers, stock rotation, administrative and cashier duties. By the end of my employment I developed high commercial awareness in the beauty sector and was skilled in performing technical hair services (e.g. colouring & perm). These skills helped me to build excellent rapport with clients who often requested my personal services.



Front of House Liaison

Travel Photographer Of The Year

Jul 2016 - Aug 2016 (2 months)

During this time I completed cashier duties, organise stock, perform administrative duties and enhance the company's rapport with their visitors by providing excellent customer service. The role also required me to understand the competition details (e.g. prizes & entry criteria) and promote the exhibit services (e.g. travelling trips) via networking and social media.



Sales Associate

TK MAXX

Sep 2012 - Jan 2013 (5 months)

My main responsibilities were completing cashier duties, stock replenishment and assisting customers with their shopping experience when needed. I was also responsible for managing the special features of multiple departments in the store.



Entertainment Liaison

Jamaica Promotions Corporation (JAMPRO)

Aug 2012 - Aug 2012 (1 month)

The event was run by Jamaica Promotions Corporations throughout August as celebration of Jamaica's 50th year of independence. My main responsibilities while fulfilling this role were completing administrative duties, liaise with multiple guests (V.I.P.s such as the High Commissioner of Jamaica), assist with promotion strategies of the event and help manage the daily performance and activity schedules.

Education



Code Institute

Diploma in Full Stack Software Development (E-commerce Applications), Computer Software Engineering

2021 - 2022

As part of the course I am learning the following Declarative and Imperative languages:

- HTML
- CSS
- JavaScript
- Python
- SQL

I have also development my skills of working with several SaaS and IDE applications such as:

- GitHub and Git Bash
- VSCode



Code First: Girls

Introduction to Web Development, Web Page, Digital/Multimedia and Information Resources Design

2019 - 2019

Languages learnt:

HTML

CSS

Java Script

Software Use:

Atom

Git

Git Hub



University of Greenwich

BA Hons Public Relations & Communications , Public Relations, Marketing & Communications

2016 - 2019

After completing my first year of BSc Hons Psychology I decided to transfer to an undergraduate programme that supported my passion for studying business, networking and behavioral studies. For this reason, I chose to study BA Hons Public Relations & Communications.



University of the Arts London

ABC Diploma, Graphic Design

2011 - 2012

I attended the London College of Communication which is a branch of the University of the Arts London that houses most of the university's advertising, media and graphical art degrees.

After attaining my A Levels in Double Award Art & Design and Graphical Communication (Grade: AA and A respectively) I wanted to develop my graphic design skills further before enrolling on an undergraduate degree. The skills and insight that I gained from this course were invaluable as

it developed my interest in advertising, marketing and how visual aesthetics can amplify or break the conveyance of intended advertising messages.

Skills

HTML • Software Support • Adobe Creative Cloud • Public Relations • Social Media • Marketing • Event Planning • Microsoft Office • Adobe Photoshop • Microsoft Excel