

# Shemmy Odunowo

Customer & Support Associate

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## SUMMARY

Customer-focused professional with experience in retail, sales, community service and technology. Highly organized and adaptable, skilled at assisting customers, creating positive experiences, and maintaining an efficient workspace. Quick to learn new systems and a strong communicator, consistently providing reliable support in fast-paced environments.

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## WORK EXPERIENCE

- Kumon Instructor** - **Kumon Math & Reading Centre**, Calgary, AB June 2025 – Date
- Tutor 15+ students weekly in math and reading, delivering individualized instruction and building strong study habits.
  - Track and assess student progress, identifying gaps and adjusting lessons to support continuous improvement.
  - Provide clear explanations, positive reinforcement, and feedback to encourage focus, discipline, and independence.
  - Communicate progress and learning goals to parents, ensuring alignment and transparency.
  - Collaborate with colleagues to maintain program consistency and a productive learning environment.
  - Manage time and multitask effectively in a fast-paced educational setting.
- Web Developer (Internship)** - **Sadaiv Education Limited**, Lethbridge, AB Mar 2025 – Jun 2025
- Designed responsive websites from concept to deployment, creating UI prototypes in Figma.
  - Developed front-end features using HTML, CSS, and JavaScript, with contributions to PHP/MySQL back-end functions.
  - Tested, debugged, and refined code for usability and consistency.
  - Participated in code reviews and applied feedback to improve quality.
- Tech Support (Volunteer)** - **Grand Seton Village**, Calgary, AB Jul 2024 – Aug 2024
- Assisted seniors with basic technology use, including smartphones and laptops.
  - Provided patient, one-on-one support and clear communication to build confidence in tech use.
  - Helped with event setup and logistics to create an organized, welcoming environment.
- Sales & Customer Engagement Representative** - **Cutco Cutlery / Vector Marketing**, Calgary, AB May 2024 – Jul 2024
- Delivered engaging product demonstrations and answered customer questions to support sales goals.
  - Completed 50+ customer calls weekly, consistently meeting or exceeding sales targets and driving revenue.
  - Built rapport, identified customer needs, and provided tailored recommendations to ensure customer satisfaction.
  - Managed follow-ups and maintained accurate records of customer interactions.
- Early Childhood Volunteer Educator** - **YMCA**, Calgary, AB Mar 2021 – Jun 2021
- Supervised and engaged children through structured play, creative activities, and early learning exercises.
  - Maintained a clean, safe, and organized environment to support positive child development.
  - Practiced active listening, patience, and conflict resolution to encourage cooperation and good behaviour.

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## EDUCATION AND CERTIFICATES

- **Diploma - Computer Information Technology**, (3.7 GPA), Lethbridge Polytechnic, Alberta (Jun 2025)
- **High School Diploma**, Calgary Alberta (June 2022)
- **Level C Early Childhood Educator (ECE) Certificate**
- **CPR (Red Cross) Certificate**

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## SELECT PROJECT

**First Vision Contracting** – <https://firstvisioncontracting.com/>

- Collaborated to build a website for a contracting company, integrating a quotation system and service listings.
- Enhanced business performance by increasing quote submissions by 50% and reducing processing time by 10 minutes.
- *Tools* - Front-end: HTML/CSS, Bootstrap; Back-end: Laravel (PHP), MySQL.