Oluwanifemi Mebude

Baltimore, MD

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EDUCATION

Morgan State University   **Baltimore, MD**
Major: *Bachelor of Science Computer Science*   *08/2022 - 12/2024*
Major GPA: 4.0
CGPA: 3.88 | ***HBCU Impact*** Scholar**, *Morgan State*** Academic Achievement Trailblazer award, ***BVCC*** HBCU Scholar, ***AIE Technology Immersion***
Scholar
Relevant Courses: Software Engineering, Database, Web Development, Object Oriented Programming, Data structures and Algorithm
Prince George's Community College: *Associate degree Computer Science*   **CGPA: 3.89**   *08/2020 - 06/2022*

WORK EXPERIENCE

Apple - *Columbia, MD*
Technical Expert   *10/2021 - present*
- Conducted daily debugging and troubleshooting of roughly 15 devices, executing diagnostics, repairs, and functional tests to guarantee optimal operation. Tested devices to ensure functioning capacity and provided maintenance details to customers.
- Successfully trained a weekly average of 25 customers in navigating legacy and newly acquired devices effectively, ensuring their satisfaction with setup services. Demonstrating strong communication and relationship-building skills.

Pluralsight - *Salt Lake City, UT*
Full Stack Software Engineering Intern   *05/2023 - 08/2023*
- Engineered and maintained codebase for client-facing websites, utilizing React, Typescript, and Node.js to optimize the efficiency of the codebase by 5%.
- Wrote Unit Tests, performed code reviews, and cross-browser testing to ensure seamless cross-platform compatibility and responsiveness.
- Collaborated closely with a team to achieve project milestones, serving high-profile clients including Accenture, KPMG, Ford, and others.
- Developed and deployed a user-centric focus support tools page, replacing conventional methods, and enhancing customer service satisfaction by a substantial 15%. Provided documentation for future enhancements and outlined software requirements.

PhoneSpot - *Lanham, MD*
Lead Technician/Manager   *12/2018 - 10/2021*
- Coached and developed a team of 15 technicians in mobile phone repair and troubleshooting techniques, resulting in a 20% increase in overall repair efficiency. My skills in data analysis played a crucial role in achieving these results.
- Managed and optimized the operations of 2 stores, consistently meeting and exceeding revenue targets by 15% through strategic resource allocation and customer engagement.
- Demonstrated expertise in diagnosing, troubleshooting, and repairing a wide range of devices including laptops, iPhones, and iPads, contributing to a 25% reduction in repair turnaround time.

Teklitt Solutions LLC - *Baltimore, MD*
CEO/Lead Technician   *05/2017 - Present*
- Orchestrated the repair of over 1000 devices, encompassing cracked screens of iPads, iPhones, and laptops, achieving a 95% customer retention rate.
- Managed a team of 2 employees, fostering a collaborative environment and streamlining repair operations to achieve a 20% increase in repair efficiency.
- Cultivated a strong reputation for customer satisfaction, consistently exceeding expectations and maintaining a 98% customer approval rating.Leveraged data analytics to continually enhance customer experiences.

PROJECTS

***TF Support Tools: Real-world Project* - Pluralsight**
- Through critical thinking I developed a Support tools Product utilizing Typescript, Node.js, and React, optimizing daily operations for the support team.
- Replaced the need for external tools like Postman, resulting in an impressive 40% acceleration in task completion time.
- Achieved a 25% reduction in customer issue resolution time by enhancing internal support processes as a result of problem-solving.

***Budget Plus: Codelinc* - Lincoln Financial Group**
- Collaboratively developed an interactive financial app for college students, integrating gamification for heightened engagement.
- Designed captivating UI/UX experiences through Figma, contributing to seamless user interactions.
- Demonstrated a commitment to agile methodologies and effective teamwork.

Ai Prompts: Personal Project
- Developed Aiprompts, a full stack web application enabling users to share and discover working AI prompts.
- Utilized Next.js, JavaScript, Node.js, and MongoDB to create a seamless and interactive user experience, allowing users to add, edit prompts, and view other users' profiles.
- Visit the live website at aiprompts.teklittsolutions.com to explore the project and its functionalities.

LEADERSHIP

Morgan State University:
Student Leader: BVCC Robotics Tracks   *09/2022 - 04/2023*
- Supervised a team of 5 students, oversaw the procurement and distribution of robotics supplies and kits,
- Orchestrated weekly preparation, ensuring all participants were adequately equipped with supplies and kits for upcoming sessions.
- Served as a liaison between the BVCC program and Morgan State University, effectively bridging communication and fostering collaboration.

SKILLS

TypeScript, HTML, CSS, SQL, Python, Java, JavaScript, Tailwind CSS, React, Node.js, Next.js, Bootstrap, Angular
Others: Git, GitLab, GitHub, AWS, npm, yarn, SSH, Terminal Docker, Jira, WebStorm, VS Code, Figma, Terraform, Mocha, Chai, AWS Identity and Access Management (IAM), GitLab CI/CD pipeline, Tableau, Mongo Db