

# Tobi Olajide

Birmingham, United Kingdom

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## PROFILE SUMMARY

An open minded and innovative mechatronics engineer with great enthusiasim in building a professional career in web development. Aspiring to combine my broad background with strong technical skills to excel as a front-end developer.

## EDUCATION

- **De Montfort University, Leicester, UK** **2020 - 2022**  
*MSc in Mechatronics Engineering*  
*Courses: Microprocessor Programming, Robotics, Electromechanics, System Operations & Digital Signals*
- **Ladoke Akintola University, Oyo, Nigeria** **2012 - 2018**  
*BSc in Electronics and Electrical Engineering*

## CORE COMPETENCIES

- CSS
- HTML
- C#
- Data analytics
- Business Automation
- Problem-solving
- Communication Skills
- Proficiency with Microsoft Office Tools

## WORK EXPERIENCE

**Capita, London, United Kingdom** **Jul. 2022 – Sept. 2022**  
**02 Customer Retention & Upgrade**

- Gather information about customer complaints, analyze customer feedback, negotiate with customers, implement retention strategies, and present customer behavior reports
- Design and implement customer retention strategies to increase loyalty and retain business.
- Negotiate with customers to renew contracts and retain business
- Provide Technical Support on mobile services
- Served as Customer Retention Representative for Telefonica UK Limited

**Royal Mail, Northampton, United Kingdom** **Dec. 2021 – Jan. 2022**  
**Quality Control Supervisor**

- Monitored process workflow for mail dispatch processes and performed audits on quality control logs.
- Supervised daily activities of staff and ensure compliance to quality control standards.
- Reviewed Quality Control Standards and managed Digital Data Transformation of some Business Process

**Lagos Bus Services Limited, Lagos, Nigeria** **Oct. 2018 – Jan. 2020**  
**Quality Assurance Supervisor**

- Management Bus Fleet with a size of 800 Buses to ensure maximum roll-out of buses for operations
- Supervised Vehicle presentation department team. Handled Bus presentation and maintenance, vendor management, and Key Performance Indicator review for Asset Management Departmental
- Negotiated and closed contracts with the different service providers for Bus management & Presentation
- Developed Service Level Agreements for all Bus presentation/maintenance vendors.
- Performed continual review of business processes to eliminate identified ineffectiveness.
- Initiated Business Automation by digitally transforming the Asset Management Business Process
- Slashed Vendor operating costs by 40% by introducing a Performance pay structure with the use of key metrics measurement of performance.

## Languages

- English
- Yoruba