

Contact

lowotioluwani@gmail.com

www.linkedin.com/in/tioluwani-jonathan-lowo-1644b9246
(LinkedIn)

Top Skills

Team Leadership

Leadership

Management

Tioluwani (Jonathan) Lowo

Strategy development | Development | Branding | Blockchain |
Customer Relations | Operations | Web Designing | BA Geography
Winnipeg, Manitoba, Canada

Summary

I am a versatile and experienced professional with a background in technical support, customer service, web design, marketing, and operations. I excel in identifying and resolving technical customer issues, building and maintaining solid customer relationships, and executing successful marketing campaigns. With over 5 years of experience working with top blockchain brands and companies, I have a deep understanding of the blockchain ecosystem. As a Chief Operating Officer at SCALP MARKETING, I developed and executed a strategic plan to enhance the success of the Practice, led day-to-day operations, and improved upon existing estimating procedures to provide consistent, winning bids. As a Technical Support Specialist at Sutherland Global Services, I diagnose, troubleshoot, and resolve basic to advanced technical concerns, document customer notes, reports, and logs, and meet client contractual goals and metrics with regard to providing excellent customer service. I am passionate about creating engaging content, designing user-friendly interfaces, and exceeding customer expectations.

Experience

Sutherland Global Services Ltd
Technical Support Specialist
August 2022 - Present (10 months)
Manitoba, Canada

Sutherland Global Services, Inc. is a leading Business Process Outsourcing company with over twenty years of experience in customer management. Since 1986, some of the world's most respected companies have depended on Sutherland to manage various aspects of their customer operations.

- Identify, research and resolve technical customer issues as trained
- Diagnose, troubleshoot and resolve basic to advanced technical concerns
- Document customer notes, reports and logs

- Meet client contractual goals and metric with regards to providing the customer excellent service

Bacd

Customer Service Representative

January 2022 - June 2022 (6 months)

Remote

BACD.IO helps companies and founders tokenize their equity and investors maximize ROI.

- . Listen to customers' concerns issues and questions
- . Maintained a positive attitude and calmly respond to customers' complaints
- . Maintaining solid customer relationships for the organization

SCALP MARKETING

1 year 5 months

Web Designing

February 2021 - June 2022 (1 year 5 months)

Remote

SCALP MARKETING is a blockchain community management and marketing firm. That work closely with top blockchain brands and companies from 2017 - 2022.

- . Creating a website design based on the client's preferences of colour, font, and style, among others
 - . Making the site fully functional through coding
- Designing the tabs, pages, controls, and buttons for the website
- . Creating mock-ups of the site and test pages to demonstrate the function of the website to the client
 - . Identifying and fixing functionality issues
- Making backup files of the website

Chief Operating Officer

May 2021 - May 2022 (1 year 1 month)

Remote

SCALP MARKETING is a blockchain community management and marketing firm. That work closely with top blockchain brands and companies from 2017 - 2022.

- . Develop and execute a strategic plan to enhance the success of the Practice;

- . In cooperation with the Partners, lead the day-to-day operations to ensure alignment with strategies and objectives;
- . Lead, manage and develop the teams that support the Partners in delivering excellence in professional services;
- . Improving upon existing estimating procedures in order to provide the sales team with consistent, winning bids for work that meets margin objectives

tudabirds metaNest

Marketing Assistant

September 2021 - April 2022 (8 months)

Remote

tudaBirds is a Blockchain company based on an economically and environmentally sustainable strategic delivery vehicle designed to attract players, collectors, investors, speculators, and users of all interests.

Managing, supervising, or coordinating direct marketing campaigns for different products or services

Designing and developing new campaign concepts and subsequently implementing strategies

Preparing and presenting market research briefs and sales reports

Assisting in media planning and contract negotiation, including designing and positioning billboards, creating and placing media ads on radio and TV, and launching campaigns

Writing, editing, and uploading engaging content to various online platforms

CinchBlock

UI Designer

April 2021 - April 2021 (1 month)

Remote

Cinchblock is a rapidly growing blockchain marketing powerhouse. Their expertise have lead more than 150 projects launch as well as maintain steady growth in their community.

- . Presenting UI designs for approval
- . Determining hardware requirements and consulting on user manuals
- . Updating existing software with innovative ideas to make it more user-friendly

Project SEED

Customer Service Representative

December 2020 - February 2021 (3 months)

Remote

Project SEED is a GameFi Metaverse Ecosystem built by an AAA Game Studio that aims to build a mobile-focused blockchain gaming ecosystem that utilizes Multi-Chain Hybrid Technology and integrates Game Hub, GameFi, DAO, ESports, and Growth Program.

- . Listen to customers' concerns and Questions
- . Maintained a positive attitude and calmly respond to customers complaints
- . Maintaining and customer relationships for the organization

Education

University of Manitoba

Bachelor of Arts - BA, Geography · (2021 - 2026)

Udemy

Web development, Full stack developer · (January 2023)

IIMB - Advanced Management Programme (AMP)

Professional Qualification , Brand and Marketing Research Strategy · (May 2022 - September 2022)

Aptech Learning

Diploma, Web Design · (July 2020 - July 2021)

University of Lagos

Bachelor of Arts - BA, Geography · (September 2020 - March 2022)