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SUMMARY

A meticulous cybersecurity diploma graduate with a strong foundation in safeguarding digital assets and systems. Combining technical acumen with a robust history in customer support, adept at translating complex concepts for non-technical audiences. Eager to contribute proactive security measures while ensuring seamless user experiences. Ready to apply the synergy of cybersecurity expertise and customer-centric approach to enhance organizational defenses.

SKILLS

Kali Linux | Wireshark | PRTG Network monitoring | OpenVAS | Linux | Risk Assessment | Communication and Reporting | Relationship Building | Customer Service | Problem Solving | Target Driven

EDUCATION

Lighthouse Labs Cyber Security Diploma	Jun. 2023 - Sep. 2023
University of Ibadan Master of Public Health	May 2015 - Feb. 2017
Crawford University Microbiology	Sep. 2007 – Jul. 2011

EMPLOYMENT

HGS Canada, Customer Support Specialist <ul style="list-style-type: none">• Aim for first call resolution and answer customer's queries by walking them through our clients' system—explaining the process to the customer and providing turn-around time.• Handled and resolved over 50 customer complaints daily through proactive approaches.• Initiate investigations and create requests, if customer's queries cannot be addressed on the call, and determine its level of priority.• Maintained accurate logs of activity pertaining to individual queries and feedback.• Respond to incoming customer queries regarding billing and payments, existing and new services, promotions and offers etc.	Jun. 2022 - Date
Airpeace Limited, Passenger Service Representative, Lagos <ul style="list-style-type: none">• Assisted customers with rescheduling often under stressful situations due to time limits.• Followed up with over 60% customers via phone and e-mail for feedback on their flight experience.• Proposed a more efficient system of documentation for customers with reduced mobility, unaccompanied minors, and transit customers.• Trained and mentored 3 new employees bimonthly on query resolutions and reservations using standard regulations.	Dec 2018 - Mar. 2022

PROJECTS

Lighthouse Labs Final Project	Sep. 2023
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