ABDULMALIK OLUMOH

Winnipeg, MB

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PROFILE

Open learner studying software development with a strong background in technical support and customer service. Proven ability to troubleshoot technical issues, improve customer experiences, and support operations. Experience in programming languages and web technologies such as C#, Java, JavaScript, HTML/CSS, and React. Detail-oriented with a customer-centric approach.

TECHNICAL SKILLS

Programming Languages/Frameworks: C#, Java, Entity Framework Core
Web Technologies: HTML, CSS, JavaScript, React, Windows Forms
Tools: Freshdesk, CRM Systems, POS Systems, Device Troubleshooting
Other: API Development, CRUD Operations, Event-driven Programming, SQL Database Management

WORK EXPERIENCE

Operations Specialist | SkipTheDishes
Winnipeg, Manitoba
February 2024 – Present
- Assisting couriers with delivery issues, ensuring smooth operations.
- Handling >48 chats hourly while working with a multitude of tools
- Monitoring couriers to ensure compliance.
- Facilitating communication between couriers, restaurants, and customers.
- Regular meetings with Team Lead to discuss KPIs.

Tech Specialist | London Drugs
Winnipeg, Manitoba
October 2022 – July 2024
- Troubleshooting and resolving technical issues, increasing customer satisfaction.
- Assisting customers in selecting technical devices, demonstrating product knowledge.
- Providing timely updates on stock availability and service requests.
- Educating customers about product capabilities and services.

Account Management Associate | Sutherland Global – Step Up for Students
Remote, Canada
June 2023 – September 2023 (contract)
- Provided technical support for system access issues during mass system migration periods.
- Processed applications and reimbursement requests, ensuring accurate data entry.
- Served as a point of contact for customers, resolved issues and deescalated situations, transforming their experience.
- Created and modified support tickets using Freshdesk

EDUCATION

Diploma in Software Development | Manitoba Institute of Trades and Technology
January 2024 – Present (expected completion: December 2024)
Computer Science Courses | University of Manitoba
Introduction to Computer Science 1 & 2, Data Structures & Algorithms
January 2019 – April 2023
High School | Adesoye College Offa, Nigeria
September 2011 – July 2017

COMMUNITY INVOLVEMENT

- University of Manitoba Language Exchange Program Volunteer
- Archery Manitoba Volunteer - 2022 Canada Cup West
- MITT Volunteer - Truth and Reconciliation Day

INTERESTS

Learning Languages (Native in English & Yoruba, proficient in Arabic & Hausa)
Trying new recipes
Traveling
Basketball
Competing in online gaming tournaments