

# Abdulmalik Olumoh

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## PROFILE

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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

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**Programming Languages/Frameworks:** C#, Java, Entity Framework Core, Windows Forms

**Web Technologies:** HTML, CSS, JavaScript, React

**Tools:** Freshdesk, CRM Systems, POS Systems, Device Troubleshooting

**Other:** RESTful API Development, CRUD Operations, Event-driven Programming, SQL Database Management, Moq Unit Testing, .NET 8, MVC Framework, Unity, Version Control (Git)

## WORK EXPERIENCE

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### Operations Specialist | SkipTheDishes

Winnipeg, Manitoba

February 2024 – September 2024

- 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**

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### **Diploma in Software Development | Manitoba Institute of Trades and Technology**

*January 2024 – 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**

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- University of Manitoba Language Exchange Program Volunteer
- Archery Manitoba Volunteer - 2022 Canada Cup West
- MITT Events Volunteer
- Operation Red Nose Volunteer

## **INTERESTS**

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Learning Languages (Native in English & Yoruba, proficient in Arabic & Hausa)

Trying new recipes

Traveling

Basketball

Competing in online gaming tournaments