

# Abdulmalik Olumoh

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[www.github.com/aolumoh](https://www.github.com/aolumoh)

## PROFILE

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Empathetic and customer-focused professional with a proven ability to troubleshoot technical issues and enhance customer experiences. Experienced in both in-person and remote/call center environments, adept at managing high volumes of contacts while maintaining a friendly demeanor to build brand trust and encourage return customers. Skilled in synthesizing technical knowledge and delivering clear, tailored solutions that address customer needs. Dedicated to finding ways to enhance systems and processes, even through small, deliberate changes. Passionate about learning new languages, growing and learning something from every experience, and solving complex challenges—both in technology and through hobbies like online gaming and basketball.

## SKILLS

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**Programming Skills:** C#, Java, API Development, JavaScript, TypeScript, HTML, CSS, React, Relational Databases, SQL, Moq Unit Testing, ASP.NET, MVC, Unity, Version Control (Git).

**Technical Proficiency:** Device Troubleshooting, System Access Support, Technical Documentation, Typing 60 WPM

**Problem Solving:** Needs Analysis, Root Cause Resolution, Escalation Management

**Soft Skills:** Clear Communication, Relationship Building

**Customer Support Tools & Systems:** Freshdesk, Talkdesk, Zendesk, Liveops, CRM Systems, POS Systems, Ticketing Systems, Microsoft Office, Google Suite

## WORK EXPERIENCE

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### Game Developer Intern | Gryd

Winnipeg, Manitoba | Hybrid

October 2024 – December 2024

- Conceptualized and developed a game engaging players with themes of innovation and industry advancement while reflecting Gryd's mission
- Led a small team of developers through the entire project lifecycle, from brainstorming and concept creation to the delivery of a polished, playable game.
- Collaborated closely with Gryd's marketing team to refine the game concept, timeline, and deliverables, ensuring alignment with brand identity and trade show objectives.
- Utilized Unity and C# to develop the game and delivered the project within a 7-week timeline

- Adapted quickly to using Unity for the first time, proving my strong ability to learn new technologies and deliver high-quality results within tight deadlines.

### **Tech Specialist | London Drugs**

Winnipeg, Manitoba | In-Person

October 2022 – July 2024

- Delivered personalized technical solutions by actively listening to customers and asking probing questions.
- Built brand trust by maintaining a professional and approachable demeanor in every interaction.
- Stayed up-to-date on all services and products across the Audio Video, Computer and Photo/Electronics departments to provide clear, tailored recommendations for customers.
- Assisted customers with navigating store services, including repairs, orders, and stock inquiries, ensuring a seamless experience.

### **Technical Support Specialist | Sutherland Global – Step Up for Students**

Remote, Canada

June 2020 – September 2023

- Delivered technical support during a system migration, ensuring SLA compliance and seamless user experiences.
- Provided technical support for a SaaS platform, resolving customer issues across multiple channels (chat, phone, email) and documenting interactions thoroughly for accurate ticketing and escalation.
- Consistently met KPIs, including CSAT > 90%, resolution rate > 90%, and QA > 95%, through efficient troubleshooting and empathetic communication.
- Reproduced and analyzed customer issues to identify root causes and collaborated with internal teams for resolution.
- Proposed workflow optimizations to improve ticket handling times and minimize escalations, enhancing service scalability.
- Actively contributed to knowledge sharing by identifying common issues and updating internal knowledge bases, empowering team efficiency.

## **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*

## **VOLUNTEER**

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Operation Red Nose – Admin Assistant & Call Center Dispatch