

BABAJIDE AMURE

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Skills

- Customer Service | Retail | MySQL | Git | Frontend | Cloud Computing

Experience

MODERATOR

Axia Africa

Remote

05/2025 - Current

- Moderate live frontend development classes, maintaining engagement and continuity in the absence of the lead mentor.
- Mentor students in HTML and CSS, offering real-time feedback, code review, and encouragement.
- Assisted in resolving technical issues to improve student outcomes and retention.
- Foster a supportive learning environment for beginner developers in a remote setting.

RETAIL ADVISOR

9mobile

Abuja

03/2021 - Current

- Deliver an exceptional customer experience by providing personalized product recommendations and support.
- Assess customer needs to recommend suitable products and services, ensuring satisfaction and long-term engagement.
- Conduct product demonstrations, promotions, and activations to enhance brand awareness and drive sales.
- Engage in outbound marketing efforts to identify and convert new sales opportunities.
- Handle cash transactions and deposits in compliance with operational control standards.
- Maintain and update customer databases to ensure accuracy and reliability for targeted marketing and service delivery.

GEEK FORCE EXECUTIVE

9mobile

Kano

06/2019 – 02/2021

- Conduct product demonstrations, promotions, and activations to enhance brand awareness and drive sales.
- Engage in outbound marketing efforts to identify and convert new sales opportunities.
- Provide timely feedback to the appropriate units on device and data-related issues.
- Ensure prompt resolution of all data-related issues using relevant applications, including those related to BBOS, iPhone, Android, and dongles.

CUSTOMER CARE EXECUTIVE

9mobile

Kano

08/2013 – 05/2019

- Managed inbound customer inquiries, providing prompt and professional resolutions to enhance customer satisfaction.
- Routed complex issues to appropriate units through defined escalation channels for efficient problem-solving.
- Accurately documented and captured customer interactions using approved software and escalation protocols.
- Educated customers on new products, services, and initiatives to improve engagement and product adoption.
- Maintained adherence to assigned shift schedules, ensuring availability and operational efficiency.
- Processed customer compensation requests using the designated compensation portal in alignment with company policies.

SYSTEM & NETWORK TECHNICIAN

Index Computers

Kaduna

07/2007 – 10/2008

- Managed the daily operations and maintenance of local area networks (LAN).
- Installed, configured, and maintained system hardware and software to ensure optimal performance.
- Performed troubleshooting, diagnostics, and repairs on computer systems and network equipment.
- Conducted routine system audits to identify and resolve potential issues proactively.

Education

Bachelor of Science

University Of Ilorin

Kwara, Nigeria

09/2007 - 07/2010

- Economics

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Certification

Frontend Development Certification	<u>Axia Africa</u>	Nigeria	2025
Diploma in Computer Engineering	<u>Sholls Computers</u>	Nigeria	2007

Projects

- **JayDeploy Website (2025)**

Technologies: **HTML, CSS, AWS S3, CloudFront, Route 53**

I built and deployed the official JayDeploy company website (www.jaydeploy.com). The site is hosted entirely on AWS, leveraging S3 for static hosting, Route 53 for domain management, and CloudFront for secure, low-latency delivery. This project highlights my ability to combine frontend design with cloud-native deployment.

- **SQL Portfolio Project**

Technologies: **SQL**

I developed a SQL-based performance tracking solution for retail advisors, focusing on targets for airtime, devices, SIM revenue, and activations, enabling real-time insights and facilitating data-driven decision-making. Demonstrated skills in data modeling, query optimization, and report generation.

- **Interactive Dashboard for Retail Metrics (In Progress)**

Technologies: **SQL, AWS (RDS, S3, Lambda, Cognito), HTML, CSS, Chart.js**

I am developing an interactive dashboard to visualize retail performance metrics such as sales and activations, using real-time data through API integration. The project involves configuring **AWS RDS** for data storage, utilizing **AWS S3** for file storage, and implementing **AWS Lambda** functions to process and aggregate data. I have integrated **Amazon Cognito** for secure user authentication and **Chart.js** to create interactive, responsive data visualizations. This project is ongoing, with a focus on optimizing data aggregation, enhancing reporting capabilities, and streamlining retail performance tracking.

Mentorship

- **Online Tutor:** SQL (for beginners)
- **Mentoring students at Axia Africa:** Frontend Development

Others

- **9mobile EMPACT Award (Empowering our People):** - The 9Mobile EMPACT award is handed out to staff who have exceptionally demonstrated the core values of the organization over a period of time.
- **9Fit Jump-Start June Walk Challenge Winner (2025)-** Achieved the highest step count (355,000 steps) in a company-wide staff wellness challenge, demonstrating consistency, discipline, and team motivation.