BABAJIDE AMURE

in LinkedIn | 📱09097009700 | 🌐 babajideamure.com | Ⓨ babajideamure@yahoo.com | ⭘ GitHub

Skills

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

Experience

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

Certification

Frontend Development Certification (In Progress)   **Axia Africa**   *Nigeria*   *Expected Completion: March 2025*

Diploma in Computer Engineering   **Sholls Computers**   *Kaduna*   **01/2007 – 08/2007**

BABAJIDE AMURE

 LinkedIn | 09097009700 | babajideamure.com babajideamure@yahoo.com | GitHub

Projects

• **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

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.