BABAJIDE AMURE

<u>LinkedIn</u> | ■09097009700 | ⊕ <u>babajideamure.com</u> babajideamure@yahoo.com | • <u>GitHub</u>

Skills

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

Experience _

RETAIL ADVISOR <u>9mobile</u> 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 <u>9mobile</u> 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 Axia Africa Nigeria Expected Completion:

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

March 2025

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

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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.