

DAMI OMOTOYE

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HIGHLIGHT OF QUALIFICATIONS

- Current **Fourth Year** Undergraduate Computer Science student at the University of Lethbridge, Alberta.
- Over 3 years of customer service experience in both technical and retail environments, consistently delivering friendly and efficient support to clients and colleagues.
- Friendly, people-centered communicator with a proven ability to create welcoming and inclusive environments.
- Proven ability to work well in a team as well as independently with minimal or no supervision.
- Willingness to learn and adapt quickly to new tools, technologies and processes.
- Exceptional problem-solving skills with the ability to think creatively and troubleshoot effectively.
- Proven ability to work well effectively in fast-paced settings while staying organized and meeting deadlines.
- Strong attention to detail, accuracy and protocol in both technical and administrative tasks.

EDUCATION

Bachelor of Science (BSc.) in Computer Science
University of Lethbridge, Lethbridge, Alberta

January 2022 – April 2026

WORK EXPERIENCE

Sales Associate (Part-time) June 2025 – Present
The Children's Place, Lethbridge, Alberta

- Creating a welcoming environment by greeting all customers as they walk through the doors.
- Providing excellent customer service by ensuring the customer takes priority and answering any questions they have.
- Maximizing sales opportunities to achieve store targets.
- Ensuring adherence to operating and security procedures at all times.
- Keeping knowledge up-to-date of all collections, product information, promotions, and rewards programs at all times.

IT Student End User Support (co-op work term)
UFA Cooperative Ltd, Calgary, Alberta

September 2024 – December 2024

- Managed IT Service Requests in ServiceNow, adhering to SLAs and ensuring timely resolution.
- Trained staff on safe and effective use of devices and applications.
- Troubleshoot and resolved technical issues remotely using Remote Desktop Viewer, enhancing employee productivity.
- Provided excellent phone etiquette while handling inquiries from clients and vendors.
- Imaged and updated devices for deployment and stock, maintaining accurate inventory records.
- Documented new processes and solutions in a shared knowledge base, fostering team collaboration.

IT Support Assistant (Summer Student) July 2024 – August 2024

Atlas Trailer Coach Products, Calgary, Alberta

- Diagnosed and resolved computer, network, and printer issues for employees, ensuring minimal downtime and improved productivity.
- Managed data entry and organization using Excel, maintaining accurate and up-to-date records for seamless operations.
- Maintained and updated the company website with current information and promotional materials, enhancing online presence and customer engagement.
- Provided technical support over the phone, resolving customer issues efficiently and improving overall satisfaction.
- Configured and prepared new workstations for staff, supporting hardware deployment processes.

Building Attendant (Casual) November 2023 – November 2023

Lethbridge District & Exhibition, Lethbridge, Alberta

- Assisted in the setup of structures and stages for the Lethbridge GLOW event, ensuring timely and efficient event preparation.
- Contributed to decorating and landscaping the venue, enhancing the overall aesthetic appeal.
- Played a role in the teardown and packaging of event structures and in cleaning the venue, ensuring a smooth and organized post-event process.
- Collaborated with team members to ensure safe and organized setup and teardown operations.
- Maintained an inventory of event tools and materials to support efficient setup.

Warehouse Associate (Seasonal) June 2023 – August 2023

Atlas Trailer Coach Products, Calgary, Alberta

- Collaborated with a team to meet daily shipment and receiving targets, ensuring smooth warehouse operations.
- Handled inventory management and stock control, maintaining accurate records.
- Organized and refilled incoming stock and materials on shelves, improving inventory accessibility.
- Maintained a clean and organized work environment, adhering to safety protocols.
- Assisted with organizing and disposing of outdated or damaged stock, following company protocols.

Administrative Assistant (Part-time) July 2022 - August 2022

Trellis Society, Calgary, Alberta

- Greeted clients warmly and addressed their needs efficiently, acting as the first point of contact.
- Resolved customer complaints promptly, maintaining a positive relationship with clients.
- Performed clerical duties such as filing, data entry and document preparation as needed.
- Updated customer databases, ensuring accurate information for effective follow-ups.
- Managed phone and email correspondence, providing timely and accurate information to clients.

PROJECTS**Coding of A Mission Control Custom Card Game | Practical Software Development**

University of Lethbridge, Lethbridge, Alberta

January 2024 – January 2024

- Designed and implemented a Mission Control card game as part of a team of three, utilizing version control and software engineering tools to ensure quality code and efficient progress tracking.
- Delegated tasks effectively and enhancing communication skills, which resulted in a successfully completed project that was well-received by the class

Text-Adventure Game | Practical Software Development February 2024 – April 2024

University of Lethbridge, Lethbridge, Alberta

- Designed and implemented a text-based adventure game as part of a team of three, utilizing version control and software engineering tools to ensure quality code and efficient progress tracking.
- Delegated coding tasks and responsibilities among team members in a project to develop a game
- Communicated effectively to ensure smooth progress and achieved a successful project completion that received positive feedback.