

# DEMI O. OLABANJI

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## SUMMARY

Professional and dedicated web developer who is highly experienced in managing effective teams. Offers expertise in data marketing analysis and revising websites to ensure user satisfaction. Looking to manage a strong team of developers while helping to maximise profits for a successful company.

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## PROJECTS

- Weather Project (10/2021)

Explored hovering and command techniques. In this project I learnt how to be attentive to details, which enabled me to quickly correct my code and solve problems.

- Home Décor Blog (11/2021)

Incorporated integrated designs on cosy home, and explore various colour schemes and layering techniques.

SKILLS - Creativity, Leader, Computer, Communication, Design.

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## EXPERIENCE

### **Operations Manager (Inside Sales Executive), 07/2022 - Current SoftwareONE - London, Greater London**

- Developing strong Software and Cloud product knowledge, how they are used and what they are required for. E.g, Microsoft 365, Dynamics 365, Enterprise Agreements, MPSA, Cloud Support Programs CSP.
- Contacting current Clients on a daily basis and managing their Accounts.
- Managing Credit requests and Credit and Rebill for Client Accounts.
- Exceeded customer expectations in delivery of business strategy advice with personal care and attention to detail.
- Establishing and expanding relationships with Partners such as Microsoft and Customers such as Virgin Media.
- Cultivated and established close business relationships with prospective and existing clients.
- Provided independent, holistic financial advice to new and existing clients.
- Maintaining Client credit levels by raising and ensuring they have enough to transact with.
- Working collaboratively with assigned Business Development Managers to develop an overall territory account plan to maximize opportunities and generate sales activities with Customers and Partners.



## CONTACT

**Address:** Oldham, Manchester, United Kingdom OL10 3FS

**Phone:** +447508403929

**Email:**

demiladeolabanji@hotmail.com

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## SKILLS

Tech Sales, Problem-solving, Multitasking, Planning, Account Management, Time Management, Organisation skills, invoice chasing, Researching information on Client background, Credit Control, Quote creation, Relationship building, Stock Management, Customer Relations, Complaint management, Payment processing, MS Excel, Outlook, MS Teams, Filing & Documenting, Invoice query solutions, Dynamix AX, Analytical, and able to work under pressure. Telephone skills, Technical, Organizing, Problem-solving, Data collection, Data Handling, HTML, CSS, JavaScript, Full UK Driving License.

- Ensuring Invoices are being paid accordingly and chasing to ensure outstanding payments are not affecting future orders.
- Managing quote creation, order processing, and day-to-day Customer and Partner request.

### **Engineering and Procurement Administrator, 06/2021 - 04/2022**

#### **Elis UK Ltd - London, United Kingdom**

- Planned and prepared Financial Capital Expenditure projects, in Euro and Pounds.
- Worked with the General Manager to Identify opportunities to create lasting relationships with High Net Worth Clients.
- Performed financial reviews and produced tailored business reports with clients' interest in mind.
- Project and Procurement Management.
- Conducted tender processes and sourced suppliers to effectively meet business needs and fulfil organisational strategy.
- Evaluated supplier quotations and conducted comparisons to leverage and deliver on budgets.
- Built strong relationships with suppliers to optimise performance and guarantee contract deliverables.
- Prepared reports outlining business intelligence and management information to guide strategic decision making.
- Took minutes of engineering meetings, and H&S meetings and assist in maintaining records for the Engineering department.
- Invoice chasing, tracked costs and expenses for analysis against the original budget.
- Coordinate responses and solutions to project inquiries and issues: coordinate communication between project stakeholders, engineers, the accounting department, project managers, sales representatives etc.
- Organize H&S training courses (IOSH, First Aid, Fire Marshals) and updating document library - RA, filing, scanning documents onto network (e.g. EOD shutdown, daily, weekly mandatory checks).
- Carry out Safety Observations in and around the plant.

### **Costumer Service Assistant , 06/2019 - 01/2021**

#### **John Lewis and Partners - London, United Kingdom**

- Carried out Compliance and Audits and answered phone calls, next alarms, documents and deliveries
- Supported the team in improving operations and resolving issues to deliver top-notch customer service
- Provided excellent leadership skills to maintain steady and productive operations.
- Maintained records regarding stock and inventory queries.
- Spearheaded special projects and resolved complex problems that impacted management and business direction
- A credited employee of the month for steadfastness and creative approach towards work.

### **Architectural Administrator, 05/2016 - 06/2016**

#### **Bolans Architect - London, United Kingdom**

- Assisted architectural projects using photoshop and sketch up

- Responded to requests for immediate office support
  - Coordinated daily and weekly schedules and monthly calendar obligations
  - Created and completed floor plans digitally, visited, and captured visuals of building sites for further analysis and development.
  - Customer Service, telephone and e-mails
  - Filings and document handling
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## EDUCATION

### **Microsoft Licensing , IT Licensing , 2022**

**SoftwareONE** - London

MLSS Get Licensing Ready (17 Exams)

### **Certified Fire Marshall (FM), Health and Safety, 2022**

**Wallace Cameron Training Ltd** - London

### **A-Levels, 2018**

**Christ The King Sixth Form College** - London, ENG

DDD - Fine Art, Fashion Promotion, Graphic Design and Photography

Grade 144 UCAS points

### **GCSEs, 2016**

**Harris Academy Upper Norwood** - London, ENG

English(C), English lit (B), Maths (C), Art (A), R.E (B), French(B),

Science(C), Japanese Speaking(A)