

Samuel Ibukun, Full Stack Developer

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SUMMARY

Dynamic Full Stack Developer with over 1 year of experience in software development, specializing in E-commerce Web Application development using Node.js and RESTful API principles. Successfully handled an average of 800 customer tickets per day in a previous role, demonstrating exceptional problem-solving skills and commitment to customer satisfaction. Known for adaptability, with ongoing education in Software Development, ready to leverage expertise to drive innovative solutions and enhance user experience in fast-paced environments.

WORK EXPERIENCE

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| 05/2025 – Present | Software Development Consultant, Upwork Online |
| | <ul style="list-style-type: none">Developed a full-stack E-commerce Web Application using Node.js, structured around RESTful API design principles, implementing purchasing functionality for end-users, and facilitating administrative product listing and management. |
| 01/2024 – Present | Full-time College Student, Brigham Young University - Idaho Online |
| 11/2020 – 01/2024 | Customer Service Representative, Moniepoint Inc Akure |
| | <ul style="list-style-type: none">Resolved high-stress customer issues daily, maintaining professionalism under pressure while addressing escalated disputes in the elite problem management team.Facilitated customers in setting up and configuring Point-of-Sales (POS) terminals.Troubleshooted peripheral devices such as printers, scanners, and external drives, effectively reducing resolution timelines and reliance on external IT support.Managed the largest ticket volume group, efficiently resolving an average of 800 customer tickets per day to benefit both customers and the company.Promoted the company's most aligned financial products and services tailored to meet each customer's unique needs.Clinched the Best Customer Support Team Award in 2021 and 2022. |
| 01/2015 – 03/2015 | Teacher, Royal International School Akure |
| | <ul style="list-style-type: none">Engineered lesson plans; conducted group and individual instruction; managed group dynamics; graded assignments and tests, fostering a positive team-oriented environment. |
| 05/2017 – 06/2017 | Teacher, The Lord's Chosen School Port Harcourt |
| | <ul style="list-style-type: none">Conceived lesson plans; facilitated group and individual instruction; managed classroom dynamics; assessed assignments and tests, creating a collaborative learning environment. |
| 01/2017 – 05/2017 | Teacher, St Benedict Academy Port Harcourt |
| | <ul style="list-style-type: none">Formulated lesson plans; guided group and individual instruction; orchestrated classroom dynamics; evaluated assignments and tests, promoting a supportive educational atmosphere. |

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| 10/2018 – 03/2019 | Medical Sales Representative, Juvee Pharma Ltd | Port Harcourt |
| | <ul style="list-style-type: none"> Surpassed quarterly sales quotas through strong relationship building, in-depth product knowledge, and tailored sales pitches to key decision-makers, resulting in a 7% increase in sales revenue. Established a professional rapport with medical professionals, leading to consistent referrals and an increased customer base by 12%. Elevated sales performance through effective negotiation skills, customizing pricing plans to fit client budgets while ensuring profitability. Held the record for the highest sales per month, surpassing target by 20%. | |
| 08/2017 – 09/2017 | Enrollment Officer (Temporary Position), Integrated Payroll & Personnel Information System (IPPIS) | Akure |
| | <ul style="list-style-type: none"> Conducted rapid, state-wide enrollment of all Government officers into the new IPPIS system, completing full state enrollment 5 days prior to the deadline and recognized for highest efficiency. | |
| 10/2016 – 01/2017 | Auditor Assistant (Temporary Position), K-Consult | Port Harcourt |
| | <ul style="list-style-type: none"> Assisted in auditing high-volume datasets using Excel, validating financial records under tight, project-driven deadlines. | |
| 05/2015 – 04/2016 | Teacher, Government Secondary School | Kebbi |
| | <ul style="list-style-type: none"> Instructed chemistry, directly contributing to the successful academic performance of 47+ chemistry students in 2016. | |
| 04/2012 – 10/2012 | Laboratory Technician Internship, Fujah Spec Hospital | Akure |
| | <ul style="list-style-type: none"> Conducted a wide range of medical test analyses for up to 90 patients daily, ensuring accurate documentation while strictly maintaining the confidentiality of patient data. | |

EDUCATION

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| 08/2024 – Present | Brigham Young University - Idaho B.A.S., Software Development | Online |
| | <ul style="list-style-type: none"> Project-based education in Software Development. | |
| 08/2021 – 08/2024 | Brigham Young University - Idaho A.A.S., Software Development | Online |
| 09/2009 – 09/2014 | Federal University of Technology B.S., Biochemistry | Akure |

SKILLS

SQL

C#

HTML

Visual Studio Code

GitHub

Render

.NET

JSON

AWS Free Tier

Communication

Adaptive Learning

Python

JavaScript

CSS

Git

MongoDB

Node.js

Windows 10/11 setup and
troubleshooting

Google Drive

Customer Service

Collaboration

Time Management

REFERENCES

Isaac Sogunro

Software Engineer , Booz Allen Hamilton

Mentor