**Ola Olowookere**

Stephenson House, 42 Pullman Court, Leeds, LS27 8PT

olas.olowookere@gmail.com

Mobile: 07415553670

**Personal Profile**

I am a highly motivated, reliable, punctual, responsible and confident person. I am self-aware and can identify my own self learning needs. An excellent communicator, I possess strong analytical skills. I am a good team player and find it easy to work with others as well as on my own.

I have a strong passion for Data Analytics, Software Development and Databases.

**Technical IT Skills**

HTML5, CSS3, Javascript, JQuery, PHP, MVC framework

MySql, Microsoft SQL Server, Oracle

Tableau Data Visualisation

Jira and Confluence

Microsoft Office 2000 – 2019, Word, Access,project, Excel

Windows 8 and 10

**Education**

**BA (Hons) Business Information Technology**

**Leeds Beckett University September 2016 – May 2019**

* Applying methodologies and methods to designing and implementing information systems for people
* Effective designs for relational and non-relational databases using an appropriate design language Entity Relationship Diagram (ERD), Object Diagram, XML Schema, RDF Schema, PROV Model and web-based database implementation
* E-commerce application development
* Applying systems methodologies and methods to a complex problem
* Strategic Management

**Final Year Thesis**

**Yorkshire Traffic Data Visualisation in Tableau.**

Data was sourced from Department of Transportation Yorkshire, cleansed, grouped and aggregated using Oracle DBMS and PLSQL.The tableau dashboard showed number of cars per year in Leeds Area, Number of heavy-duty vehicles in Yorkshire and Lincolnshire and Year on Year comparison of vehicle traffic per type in each selected area in the Yorkshire region.

This was accomplished using the graphical features in Tableau such as Bar chart, packed bubbles, Maps, Pie chart & Tree Maps.

**Olabisi Onabanjo University August 2009 – October 2010**

Diploma in Computing

**Olufilade Comprehensive College June 2000 – July 2005**

B’s x 1, C’s x 5 (including Maths, English, Economics, Government and biology) – GCE O Level

**Work Experience**

**E-Clinic August 2019 – Till Date**

**Technical Support Representative**

**Duties Includes:**

* Providing initial diagnostics and user application support for all clients.
* Ensuring that all calls raised are managed effectively and resolved efficiently.
* Ensuring all tickets raised via helpdesk are been resolved efficiently within the service standard specified.
* To input and update data reported fault and resolved.
* Weekly data analysis on helpdesk ticket resolution times.
* Liaise application developer in order to highlight ongoing support issues or concerns.

**Freelance Data Analyst April 2018 – Till Date**

* Working on various freelance projects providing support as Data Analyst, Data Scientist, Business Analyst and Visualizer

**Asoore Motors April 2017 – July 2019**

**Customer Service Specialist**

**Duties include:**

* Acting as first point of contact for all visitors into the office.
* liaising with the management team to facilitate logistics for events
* Creating and issuing permits for third party contractors in line with existing policies and procedures.
* Receiving and accurately checking deliveries ensuring they are as expected
* Compiling daily statistics and producing monthly report door access.
* Conducted Induction, Health and Safety tours for contractors and new starters.
* Liaise directly with Building FM over Building maintenance.
* Responsible for all building related communications via Telephone, face to face or written form.

**Europa GVA Bilfinger UK March 2016 – February 2017**

**Front of House Security - Leeds, UK**

**Duties include:**

* Provided a high level of customer service representing the venue to the highest level of accreditation. Responsible for the signing in and out of staff members and crew working on the site.
* Responsible for dealing with emergencies and creating security logs, escorting people as they are leaving the building and regular patrols both inside and outside the venue.

**Shield Security Group February 2014 –March 2016**

**Front of House Security - Leeds, UK**

**Duties include:**

* Provided a visible onsite security and deterrent presence. Watching out for, reporting and dealing with suspicious or unusual activity.
* Completing fire alarm and health and safety checks, Monitored and authorised entrance and departure of employees & visitors.
* Responsible for monitoring and operating CCTV cameras and Alarm Systems.

**Leisure Activities**

I enjoy reading books. I have a keen interest in financial markets. I like meeting people from different origins. I keep fit at local gym and play sports; in particular football and basketball which help improve my skills in team working.

**Extracurricular Activities**

* Business Information Technology students representative 2017/2018

**References**

* Referees can be provided on request
* Willing to undergo CRB check or SC/DV clearance