**YARFULANI PETER PERO**

**Tel:08069204218, Email: fulaneey\_pero@yahoo.com Abuja, Nigeria**.

**PROFILE**

Creative graduate of computer science ready to secure a position in a quality organization where my competence, commitment to excellence and adaptability can be an asset to the company.

**EMPLOYMENT HISTORY**

**Jan 2021 — Present**

**Skill-seed (Remote)**

**UX Researcher/ Usability tester**

* I listened to the users, gathered data from them and translated into valuable information for the design team
* I communicated with clients to understand and implement their business goals and objectives
* I carried out a usability testing on software developed by ensuring they were effective, efficient, engaging, error tolerant and easy to learn
* I ensured that developers understood the need of each client and delivered jobs as expected

**Jun 2020 — Jan 2021**

**CBS Agro Abuja**

**Business Development Executive**

* Iidentified opportunities for new business development through following up on leads and conducting research on target clients
* I created business generation by meeting potential clients. I understood their needs and provided relevant solutions
* I managed the sales process and closed new business opportunities
* I established strong relationships with existing portfoloio of clients
* I ensured my team met and exceeded weekly and monthly activity and revenue targets
* I traveled to customer sites and tradeshows to promote company’s product and services
* I attended client conferences and meetings in order to network with new and existing contacts
* I assisted marketing team in development of advertising and promotional programs, telemarketing plans and tradeshows
* With my efforts, the company recorded a massive sale on its products with over 200,000 products sold.

**Jan 2020 — Jan 2021**

**CBS AGRO (Abuja)**

**Sales Executive**

* I met with potential and existing clients virtually and during sales visits
* I assisted in establishing new retail businesses for persons interested in reselling the companys product
* I maintained accurate records of products
* I attended trade exhibitions, exhibitions, conferences and meetings
* I reviewed sales performance amongst sales team
* I negotiated contract packages with new and existing customers

**January 2019 – June 2019**

**STEM Childcare Academy (Abuja)**

**IT Manager**

Even while employed as a teacher, I was assigned the role of the schools IT Manager, where;

* I created workshops and training programmes for staff members
* I introduced the schools website, web and mobile application to parents and interested customers
* I managed the IT budget allocation
* I advised and trained IT staff on the importance of boosting the It sector of the school.
* I managed the schools software system (SAFSMS)

**October 2018 — April 2019**

**STEM Childcare Academy (Abuja)**

**Teacher**

Under my tutelage as a STEM (Science, Technology, engineering and Mathematics) tutor;

* Pupils and staff recorded an improvement in technological skills and advancement

I successfully taught pupils and staff without prior knowledge of computers

**December 2014 — November 2016**

**Nigerian Ports Authority (Abuja )**

**IT Support Analyst,**

Working closely with the senior IT analyst in the capacity of a support analyst, my suggestions significantly enhanced the departments’ technological infrastructure. My responsibilities included both remote and on site work.

* I provided solutions for network and system related issues, I provided a concise and detailed documentation of issues observed and solved.
* I assisted staff members by performing analysis of various issues relating to LANs, WANs, desktop computers, Internet connectivity and the installation of hardware and software
* I maintained error logs in coordination with IT departments, and I maintained resolution reports
* I offered recommendations based on various metrics on how to improve the support process in its entirety

**June 2012 — September 2012**

**Nigerian Ports Authority(Abuja)**

**Assistant Technical Support**

While interning at NPA, I served as an assistant technical support staff where;

* I identified and resolved issues within the organizations computer systems and network
* I collaborated closely with senior technical support managers, enhancing my capacity to provide solutions that upgraded the organizations infrastructure.

VOLUNTEERS

Sep 2010 — Sep 2013 Google Outreach Programme Cape Coast

• I assisted in educating students and non-students on Google and Google apps. I also created Emails and provided the necessary assistance to students and people in the community with little or no knowledge on the use of the Internet.

Sep 2012 — Nov 2013 Cave Network Cape Coast

• Assisted in fixing (hardware and software) and debugging computer related issues, as well as listening to suggestions of other volunteers and non-volunteers.

Jan 2016 — Jun 2017 Writing South Carolina

• Volunteered as a contributing writer, to cater for the well-being of the everyday woman.and debugging computer related issues, as well as listening to suggestions of other volunteers and non-volunteers.

Jan 2016 — Jun 2017

Writing South Carolina

• Volunteered as a contributing writer, to cater for the well-being of the everyday woman.

**EDUCATION**

**August 2023 (IN-VIEW)**

**Nigerian Defense Academy**

**Masters in information Technology(MIT)**

**August 2014 – September 2017**

**Irgib Africa University, Republic of Benin**

**BSc. Communication and Information Technology**

**August 2010 - May 2014**

**University Of Cape-coast Ghana**

**BSc. Computer Science**

**SKILLS**

* Technical support and troubleshooting
* System administration and network management
* Usability testing and Ux research
* Business development and sales strategies
* Strong communication and inter personal skills
* Problem solving and critical thinking
* Project management
* Customer support
* ITIL

**HOBBIES**

I enjoy having intelligent conversations, traveling, meeting new people, developing brilliant ideas and also building a mindset of a winner "self motivation".

**LANGUAGES**

English Very good command

Hausa Good working knowledge

**REFERENCES**

AVAILAIBLE UPON REQUEST