

Hikmah Adepoju

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"Uncovering insights, driving growth"

Summary of Qualifications

- 3+ years of experience providing end-client customer support in the IT industry
- Highly skilled in troubleshooting, repairing and upgrading: software, hardware, operating systems and mobile devices with an interest in data analytics and processes
- Demonstrated ability to provide satisfactory solutions to clients with excellent problem solving skills developed through years of customer support experience and community engagement events
- Strong written and verbal communication skills with a proven track record of responding to needs efficiently by answering 50+ phone calls per day
- Team leader and collaborator who drives teams to success with previous experience in training 15 new employees at work
- Valid Alberta class 5 Driver's License
- Fluent in spoken and written English languages

Technical Skills

Operating Systems:	Windows 10
Applications & Tools:	Microsoft Excel, Azure Sandbox
Tools:	Google Workspace, RDBMS, IBM Cognos Analytics, Jupyter, SQLite
Project Management Fundamentals:	Agile, Waterfall, Scrum, Kanban, Trello
Languages:	JavaScript (MERN), SQL, Python

Education & Certifications

Full Stack Developer Program InceptionU Canada Calgary, AB	Feb 2023 – July 2023
<ul style="list-style-type: none">• 6 months intensive online training on the fundamentals of computer technology, and project management• Utilize Excel spreadsheets to perform data wrangling and data mining• Develop working knowledge of JavaScript and React languages for web development using MERN Stack (MongoDB, Express, React, Node.js), JavaScript, HTML, CSS and SQL Alchemy, Visual Studio Code, Sublime, GIT, Discord and Basecamp• Effectively completed full stack web projects by utilizing essential skills like Design Thinking, Critical Thinking, Systems Thinking, Computational Thinking, Creative and Visual Thinking, Iceberg of Thinking, Career Leadership, Adaptive Communication and Collaboration, The Science of Learning and Unlearning, Constraint Driven Ideation, Lean Startup Principles and Organizational Models• Demonstrated a high level of understanding of Agile Project Management Lifecycle and key techniques and successfully complete Agile projects using tools such as Scrum, Kanban, Trello• Applied effective web development best practices skill like Responsive Design, DevOps, Test Driven Development (TDD), Application Architecture, Agile, Security, Scrum, Change Management, Software Development Cycle (SDLC) and Human Interfaces	
Education & Certifications (Cont'd) Bachelors of Business Administration Mount Royal University Calgary, Alberta	Dec 2021

Work Experience

Full-Stack Developer

Aug 2023– Present

New Idea Machine | Calgary, Alberta

- Respond to customer inquiries and provide assistance with account issues, transactions, and other banking-related questions.
- Identify and resolve customer complaints and escalate issues as needed.
- Provide information on products and services and assist with account opening and activation.
- Continuously improve customer service by monitoring customer feedback and implementing new procedures.

Fraud & AML Analyst

March 2022- Present

Neo Financial Technologies | Calgary, Alberta

- Respond to customer inquiries and provide assistance with account issues, transactions, and other banking-related questions.
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Customer support Agent

Jan 2022– March 2022

Neo Financial Technologies | Calgary, Alberta

- Respond to customer inquiries and provide assistance with account issues, transactions, and other banking-related questions.
- Identify and resolve customer complaints and escalate issues as needed.
- Provide information on products and services and assist with account opening and activation.
- Continuously improve customer service by monitoring customer feedback and implementing new procedures.

Administrative Customer Support Agent

March 2021- Jan 2022

Alberta Health Services | Calgary, Alberta

- Assist callers with scheduling and rescheduling vaccine appointments.
- Provide information and answer questions about vaccine availability, eligibility, and the booking process.
- Address any concerns or complaints about the vaccine booking process and escalate issues as needed.
- Continuously update knowledge on vaccine distribution and booking procedures to ensure accurate information is provided to callers.

Technical Support Agent

Nov 2020 - March 2021

Concentrix Technologies | Calgary, Alberta

- Provide technical assistance to customers with issues related to Apple products such as iPhones, iPads, Macs, and Apple software.
- Troubleshoot and diagnose technical problems, and provide clear and concise instructions to customers on how to resolve issues.
- Continuously update knowledge on new Apple products and software to ensure accurate and up-to-date assistance is provided to customers.
- Monitor and track customer interactions and feedback to identify trends and areas for improvement.