

# Hikmah Adepoju

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## Summary of Qualifications

- 3+ years of experience as a Full Stack Developer with a focus on end-client customer support in the Financial Services Industry.
- Highly skilled in troubleshooting, repairing, and upgrading: software, hardware, operating systems, and mobile devices.
- Proficient in MERN stack development, data analytics, and processes.
- Demonstrated ability to provide satisfactory solutions to clients with excellent problem-solving skills.
- Strong written and verbal communication skills with a proven track record of responding efficiently to client needs.

## Work Experience

### Full Stack Developer

Oct 2023 – Present

#### Expense Trend | Calgary, Alberta

- Lead the development and maintenance of Expense Trend, a groundbreaking budgeting app startup aimed at revolutionizing financial management for users.
- Collaborate closely with a skilled team of developers and designers to craft user-friendly interfaces and deliver an exceptional user experience.
- Apply a diverse set of technical skills, including JavaScript (MERN stack), React and Python, to manage both the backend and frontend of the Expense Trend application.
- Implement responsive design, and test-driven development to guarantee the application's reliability and security.
- Engage in Agile project management practices, employing Scrum and Kanban methodologies to ensure the successful execution of projects.
- Stay abreast of industry best practices and emerging technologies, ensuring Expense Trend's sustained competitiveness and innovation in the budgeting app sector.

### Full-Stack Developer

Feb 2023– Oct 2023

#### New Idea Machine | Calgary, Alberta

- Collaborate with a dynamic team of developers and designers to create intuitive user interfaces and deliver a seamless user experience.
- Utilize a wide range of technical skills, including JavaScript (MERN stack), to develop and maintain the backend and frontend.
- Implement responsive design, DevOps practices, and test-driven development (TDD) to ensure the reliability and security of the application.
- Participate in Agile project management and contribute to the project's success by utilizing Scrum and methodologies.
- Continuously monitor and improve customer satisfaction by promptly addressing inquiries, troubleshooting issues, and implementing innovative features based on user feedback.

### Software Engineer

Jan 2022– Nov 2022

#### Neo Financial Technologies | Calgary, Alberta

- Implemented automated deployment processes, reducing system downtimes by 30%. Collaborated with the operations team to enhance system reliability and scalability. Played a key role in transitioning the company to a microservices architecture.
- Spearheaded the redesign of a financial analytics dashboard, optimizing data visualization and improving the platform's performance by 40%. Collaborated with UX/UI designers to enhance the overall user experience.
- Played a key role in the end-to-end development of a web-based collaboration platform, utilizing React for the frontend and integrating MongoDB for scalable data management. Implemented innovative features resulting in a 30% increase in user retention.

- Provided top-tier technical support for a diverse client base, resolving complex issues related to cloud services and collaborating with the engineering team to implement proactive solutions. Recognized for consistently achieving a customer satisfaction rating above 90%.

**Administrative Customer Support Agent / Technical Support Agent**  
**Concentrix Technologies | Alberta Health Services | Calgary, Alberta**

**March 2020- Jan 2022**

- Assist callers in scheduling and rescheduling vaccine appointments, providing them with essential information, and addressing their questions regarding vaccine availability, eligibility, and the booking process.
- Effectively manage and resolve concerns or complaints related to the vaccine booking process, promptly escalating issues when necessary.
- In the Technical Support Agent role at Concentrix Technologies, provided expert technical assistance to customers facing issues with various Apple products, including iPhones, iPads, Macs, and Apple software.
- Diagnosed and troubleshooted technical problems, delivering clear and concise instructions to customers for issue resolution.
- Kept up-to-date with the latest Apple products and software, ensuring the provision of accurate and current assistance to customers.

## Technical Skills

<b>Operating Systems:</b>	Microsoft Windows, Linux, IOS, Android
<b>Applications &amp; Tools:</b>	Microsoft Excel, Azure
<b>Toolbox:</b>	HTML5, CSS3, JavaScript, React, React Native, React Router, TailwindCSS, Ant-Design, NodeJS, Express.js, Java, Firebase, MongoDB, SQLite, Git, GitHub, VS Code, NPM, Vercel, Firebase, JWT, Postman, Expo, Canva, Figma, Jira, Electron, AWS, AI Machine Learning, Figma, Node.js, Docker, Software development, Django, Redux, WordPress, Microsoft, Word/Powerpoint.
<b>Project Management Fundamentals:</b>	Agile, Waterfall, Scrum, Kanban, Trello
<b>Languages:</b>	JavaScript (MERN), SQL, Python

## Education & Certifications

**Full Stack Developer Program**  
 InceptionU Canada | Calgary, AB

**July 2023**

**Bachelors of Business Administration**  
 Mount Royal University | Calgary, Alberta

**Dec 2021**

**Ontario Secondary School Diploma**  
 Columbia International College | Hamilton, Ontario

**April 2015**