

ISABAJO IDRIS ADETAYO

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CAREER OBJECTIVE

To be actively involved in making sure that my company continually meets and exceeds its goals and objectives by establishing myself in a challenging working environment that offers opportunities for career growth.

Highly motivated and diligent as computer information technology specialist seeking an opportunity to apply my theoretical knowledge and gain practical experience in a dynamic IT environment. Eager to contribute to the success of an organization through strong technical skills, problem solving abilities and a passion for staying up to date with emerging technologies.

OTHER PERSONAL DATA

Date of birth : 21st, July 1989

Sex : Male

Marital status : Married

State of origin : Lagos

EDUCATIONAL QUALIFICATION

Bachelor of Science in Computer Science – (Second Class Honors) **2022**
(Upper Division)

Ajayi Crowther University Oyo state

Higher National Diploma (HND) – Distinction in Computer Engineering
2012

The Federal Polytechnic Ilaro, Ogun State.

National Diploma (ND) in Computer Engineering **2009**
Lagos State Polytechnic, Ikorodu, Lagos.

West Africa Senior Secondary School Certificate **2005**
Tesmoh Comprehensive College, Agiliti Phase II, Lagos.

PROFESSIONAL WORK EXPERIENCE

Intern-Frontend Developer

Nov 2022-March 2023

T-Max Projects/Nerdz Factory Plot 2b, Insha-Allah St, Ogudu, Lagos.

- Developed a responsive web page using HTML 5 CSS 3 and JavaScript, ensuring cross browser compatibility and accessibility.
- Collaborated with a multidisciplinary team of designers to create visually stunning and user-friendly web applications.
- Implemented frontend component and functionality using HTML, CSS and JavaScript.
- Actively participated in team meetings and contributed ideas in improving project efficiency.

Trainee in Full-Stack Web Development

Feb 2022 - June 2022

Tech Studio Academy

3 Ogunlesi street Off Awoyokun street, Onipanu, Lagos

Customer Service Representative

Access Bank PLC, 533 Ikorodu Road

Nov 2016 -Dec 2021

Ketu, Lagos.

ROLES AND RESPONSIBILITIES AS A CUSTOMER SERVICE REPRESENTATIVE:

- Resolved complex customer issues by actively listening, identifying problems, and providing effective solutions in a timely manner.
- promoted bank products and services to customers, resulting in a 15% increase in sales within my first year.
- maintain high level of professionalism and confidentiality when handling sensitive customer information.
- I interact with customers either in person, over the phone, or through digital channels to address their inquiries, concerns, and requests promptly and professionally. This includes helping customers with transactions, account inquiries, product information, and troubleshooting.
- I investigate and resolve problems customer encounter with their accounts, transactions or banking service which sometimes involves working with other departments and escalate to the appropriate team for resolutions.
- Managing high rate and aggressive customers in line with the bank policy and making sure they have a good impression before leaving the banking hall.
- Managing and maintaining customer records, documenting interactions, and recording any relevant information related to account changes, transactions, or customer feedback.

General Resource Management**Dec 2014 – Nov 2016**

Access Bank PLC, Ogudu Branch,
Ojota Lagos.

ROLES AND RESPONSIBILITIES AS A GENERAL RESOURCE MANAGER:

- I liaise with vendors and suppliers to negotiate contracts, monitor performance, and evaluate service levels to ensure that vendor relationships are effectively managed, and the bank receives quality products and services at competitive price.
- I am responsible for managing the bank's physical facilities which involves ensuring a safe and productive work environment, overseeing maintenance and repairs, managing contracts with external service providers.
- Oversaw the allocation and optimization of resources, resulting in a 15% reduction in operational cost.
- Developed and implemented resource management strategies that improved efficiency and productivity by 20%
- collaborated with department heads to forecast resource needs and create a budget plan.
- Implements risk management protocols to ensure compliance with regulatory requirements.
- Ensuring proper facilitation of information between all business functions within the boundaries of the organization.

Mathematics and Computer Science Teacher (NYSC)**Nov 2012 - Nov 2013**

Community High School, Elekokan, Iwajowa LGA, Oyo State, Nigeria

ROLES AND RESPONSIBILITIES

- Teaching introduction to computer studies
- Teaching the senior secondary students' Pure mathematics and further mathematics
- Assisting the sports master.
- Supervision of examinations.

HARDWARE AND NETWORK ENGINEER (INDUSTRIAL TRAINEE)

Datagem Systems Limited, 47, Akeju Street, Lagos, Nigeria

Jan –Nov. 2010**ROLES AND RESPONSIBILITIES:**

- I am responsible for installing, configuring, and maintaining computer systems servers and network infrastructure.
- I provide technical assistance and support to end-users both within the organization and externally while maintaining inventory of all network infrastructure.

- I ensure the security of computers, networks and maintain security measures such as firewalls, anti-virus, and access control.
- I participated in strategic planning related to IT infrastructure and assess current systems, identify areas of improvement, and make recommendations for technology upgrades and enhancements.
- Ensuring all the systems are in good working conditions.

PROFESSIONAL CERTIFICATION & TRAINING

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| ● JavaScript Full-stack Web Development, Tech Studio Academy | June
2022 |
| ● Administrative Staff Training Program, Access Bank. | |
| Personal Branding and Emotional Intelligence | July 2016 |
| ● A+ training (Certification), New Horizons, Ikeja, Lagos. | Oct 2013 |

TECHNICAL AND SOFT SKILLS

- Problem solving skills, team player and highly resourceful.
- Software applications and development.
- Knowledge of HTML 5, CSS3 and JavaScript
- Great interpersonal skill and excellent communication skills
- Proficiency in using banking tools such as (Microsoft 365 Dynamics CRM, flex cube software, Customer 360 app, Fintrak software) etc.

REFEREES

Available on Request.