

Olukemi Olaitan Oyelami

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<https://kemikupie.github.io/>

Summary

An experienced Manager with expertise in application development, database management, customer service and technical support. Skilled in ETL, SQL, HTML/CSS, Python, Excel and project management, and have a strong attention to detail and problem-solving ability. I have a proven track record of delivering successful projects and providing excellent client support.

Skills

Customer Relations • Application Development • SQL • Microsoft Excel • Creating Pivot tables and dashboard • Database Management • Python (Programming Language) • HTML/CSS • Communication and Interpersonal Skills • ETL • IBM Cognos Analytics • Microsoft Office • Project Monitoring • Project Management • Technical Presentations • Meeting Support • Project Inspection and Progress Reporting • Data Analysis • Data Insights

Experiences

1. Assistant Manager, Application Development

NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)

Jan 2020 - Feb 2023 (3 years 2 months)

- Supported marketing and sales department with sales leads
- Attended project meetings, logged notes and managed presentations.
- Created proposals and invoices and processed customer and vendor payments.
- Discussed with clients to establish a detailed requirement for their software applications.
- Developed detailed proposal specifying requirements, operations, the user interface, outputs and presented proposals to clients.
- Managed releases, versions, technology change management for all software solutions.
- Transformed eligible voter's database in Microsoft Excel and loaded the cleaned data into deployed E-voting application in Microsoft Azure.
- Designed and implemented a cloud deployment solution in Microsoft Azure for E-voting application thereby reducing voter's complaint by 70%.
- Ensured 99.99% Azure SQL Database availability during iDecide®- E voting application usage.
- Backed up, managed and maintained client database after every project in accordance with the Standard Operating Procedure of the organization.
- Participated in the development of Standard Operating Procedures for customer support services, this significantly improved SLA achievements and general customer satisfaction.
- Set up and supervised a team of customer service and technical support representatives for every E-voting project.

2. Senior Officer, Emerging Technologies

NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)

Jan 2017 - Dec 2019 (3 years)

- Researched on new and emerging technologies for the organization.

- Worked with the compliance team to test new applications and developed application documentations.
- Assisted with database designs, development and implementation for new software applications using Microsoft SQL Server.
- Administered and maintained client databases in Microsoft SQL Server or MySQL.

3. Technical Officer I, Emerging Technologies

NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)

Apr 2015 - Dec 2016 (1 year 9 months)

- Assisted with development of an enterprise system called DEVCIS using Microsoft Visual C#.
- Performed the database migration of the organization's (NIGCOMSAT) Staff Attendance and Access Control System (SAACS) database from Microsoft SQL Server to MySQL.
- Performed the database migration of the client's database from Microsoft SQL Server to MySQL during application upgrade.
- Performed technical presentations and exhibitions of organization's product and services.

4. Technical Officer I, National Public Security and Communication System (NPSCS) Project

NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)

Nov 2011 - Apr 2015 (3 years 6 months)

- Participated in the Project Monitoring, Inspections and Reporting such as
 - Physical Inspections on Towers and Communication Equipment
 - Tower Integrity Test
 - Project Preliminary Assessment Test
- Performed Network monitoring, Incident response, Communications management and Reporting

5. Technical Officer II, Satellite Control Center

NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)

Nov 2010 - Nov 2011 (1 year 1 month)

- Assisted in the ground station planning and preparation for satellite launch.
- Introduced to software applications used in satellite communications.

Education

Memorial University of Newfoundland, Canada

Master Technology Management (Starts September 2023)

Assam Don Bosco University, India

MBA, Technology Management 2018

Obafemi Awolowo University, Nigeria

M.Sc, Computer Science 2014

Ladoke Akintola University of Technology, Nigeria

First Class, B.Tech (Hons.), Computer Engineering 2008

Licenses, Certifications and Courses

1. <https://www.linkedin.com/in/olukemi-oyelami-5561a661/details/certifications/>
2. <https://www.credly.com/users/olukemi-olaitan-oyelami>
3. <https://www.coursera.org/user/316664485bb89f03ff2f75d613efd726>