

Olukemi Oyelami

St. John's, Newfoundland and Labrador • 7096937805 • kemikupie@gmail.com
• [linkedin.com/in/olukemi-oyelami-5561a661](https://www.linkedin.com/in/olukemi-oyelami-5561a661) • <https://kemikupie.github.io/>

PROFESSIONAL SUMMARY

Dynamic and goal-driven specialist with 8+ years of comprehensive experience in software application project development and management, database management, technology management, data analysis, marketing and sales support, customer service and technical support. Adept at collaborating with cross-functional teams to ensure successful project deployments. Excellent communicator who works closely with customer teams to optimize project deployments in customer environments. Proven track record of delivering successful projects and providing excellent client support.

SKILLS

Communication and Interpersonal Skills, Problem-solving, Strong attention to detail, Customer Support, Customer Relations, Data Insights, Technical Project Management, Data Analysis, Application Development, Project Inspection and Progress Reporting, Project Monitoring, Technical Presentations, HTML/CSS, SQL, Meeting Support, Python, Microsoft Excel, Creating Pivot tables and dashboard, IBM Cognos Analytics, Database Management, Google Sheets, Microsoft Office, Technical Sales Support, ETL, Time Management

WORK EXPERIENCE

GLOCAL Foundation of Canada • Canada • 08/2023 – Present

Research Volunteer

- Researched and prepared a report on policy and programs regarding Indigenous culture in the K-12 education system in Newfoundland and Labrador.
- Collected and analyzed refugee/asylum claimant data in Canada.
- Handles data research and data collection from relevant sources for data analysis.
- Investigates and explores collected data to recognize and identify patterns, trends and answer relevant questions.
- Prepares visualizations and reports communicating findings to relevant stakeholders.
- Collaborates with other data volunteers to ensure data collected aligns with best practices and also ensure data integrity.

Nigerian Communications Satellite Limited (NIGCOMSAT) • Nigeria • 11/2010 – 02/2023

Technical Project Specialist, Application Development

- Elicited, analyzed, documented, validated, adjusted and managed the client business and operational requirements in alignment with relevant and required standards and guidelines.
- Developed detailed proposal specifying requirements, operations, the user interface, outputs and presented proposals to clients.

- Consulted and worked with cross-functional project teams to design, develop and manage software solutions.
- Managed releases, versions, technology change management for all software solutions.
- 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 and servers after every project in accordance with the Standard Operating Procedure of the organization, ensuring data accuracy and confidentiality.
- Created project completion report for all projects deployed.
- Supported marketing and sales team with sales leads and requests for proposals
- Handled customer complaints through emails, phone calls and chats.
- Responded promptly to incidents reported and proffer solution immediately.
- Ensured a high level of security in the access and maintenance of departmental and project records.

Technical Support, Emerging Technologies

- Researched and reported on new and emerging technologies, risks, opportunities and trends in the market
- Worked with the compliance and quality assurance team to perform tests such requirements-based testing, user acceptance testing, in order to verify if delivered solution meets the business requirement
- Assisted with database designs, development and implementation for new software applications using Microsoft SQL Server.
- Assisted with development of an enterprise system called DEVCIS using Microsoft Visual C#.
- Performed the database migration of the organization's (NIGCOMSAT) and client's Staff Attendance and Access Control System (SAACS) database from Microsoft SQL Server to MySQL.
- Collected, organized and maintained problems and solutions log for use by other members of the technical support team.
- Oversaw the functionality of data communication equipment of the NPSCS project, including routers and switches, to ensure optimal connectivity.
- Managed inbound and outbound calls to customers and prospective customers.
- Onboarded new customers, trained them on the new solutions and provided support when required.

EDUCATION

MBA in Technology Management

Assam Don Bosco University • India • 09/2018

MSc in Computer Science

Obafemi Awolowo University • Nigeria • 03/2014

BTech in Computer Engineering

Ladoke Akintola University of Technology • Nigeria • 01/2008

CERTIFICATIONS

Data Analysis and Answering the What-If Questions

Saskatchewan Polytechnic • 09/2023

Data Analyst Professional Certificate

IBM on Coursera • 08/2023

Criminal Record Screening and Vulnerable Sector Check Certificate

Royal Newfoundland Constabulary • 08/2023

Data Analysis and Visualization Foundations Specialization

IBM on Coursera • 05/2023

Sales and CRM Overview

Salesforce, Pathstream on Coursera • 05/2023

Introduction to Data Science Specialization

IBM on Coursera • 03/2023

Standard First Aid & CPR/AED level C

Canadian Red Cross • 08/2023 – 08/2026