

# Oyelami Olukemi Olaitan

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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, and project management, and have a strong attention to detail and problem-solving ability. With a MBA in Technology Management and an M.Sc. in Computer Science, I have a proven track record of delivering successful projects and providing excellent client support.

## Experience



### Assistant Manager, Application Development

#### NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)

Jan 2020 - Feb 2023 (3 years 2 months)

- \* Participated in the development of Standard Operating Procedures for client support services, this significantly improved SLA achievements and general client satisfaction.
- \* Discussed with clients to establish a detailed requirements for their applications;
- \* Developed detailed proposal specifying requirements, operations, the user interface, outputs and presented the proposal to the client.
- \* Worked closely with the client team, including commercial managers and software developers, during both the report and implementation phase and provided support when needed.
- \* Created website layout/user interfaces by using standard HTML/CSS practices.
- \* Designed database schema and write SQL Scripts as needed by the application.
- \* Designed and implemented a cloud deployment solution for the e-voting application thereby reducing voter's complaint by 70%.
- \* Created SQL Server in Microsoft Azure and deployed the application database into Microsoft AzureSQL database in preparation for Application deployment into production.
- \* Ensured optimal security of the application during production as well as the security of the database in Microsoft Azure SQL Server.
- \* 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.
- \* Reacted to problems and correct the program as necessary.
- \* Provided technical support and devised possible solutions to anticipated problems in project/ application.
- \* Set up and supervised a team of customer service and technical support representatives for every E-voting project.
- \* Handled customer complaints and provided technical support through emails chats and phone calls.



### Senior Officer, Emerging Technologies

#### NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)

Jan 2017 - Dec 2019 (3 years)

- \* Provided technical support to customers after project deployment.
- \* 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.
- \* Administered and maintained client databases.



### **Technical Officer I, Emerging Technologies**

#### **NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)**

Apr 2015 - Dec 2016 (1 year 9 months)

- \* Provided technical support to customers after project deployment.
- \* Assisted with development of an enterprise system called DEVCIS using C#.
- \* Assisted with planning, developing, implementing and testing of competitive applications and technologies.
- \* Assisted with the migration and upgrade of organization products (iDecide®- E voting system and Staff Attendance and Access Control System (SAACS)) from visual C# platform to Python.
- \* 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.



### **Technical Officer I, National Public Security and Communication System (NPSCS) Project**

#### **NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)**

Nov 2011 - Apr 2015 (3 years 6 months)

- \* Trained on ZTE ZXR10 G series routing switch and E series router Configuration
- \* Participated in the Project Monitoring, Inspections and Reporting such as
  - o Physical Inspections on Towers and Communication Equipment
  - o Tower Integrity Test
  - o Project Preliminary Assessment Test
- \* Performed Network monitoring, Incident response, Communications management and Reporting



### **Technical Officer II, Satellite Control Center**

#### **NIGERIAN COMMUNICATIONS SATELLITE LIMITED (NIGCOMSAT)**

Nov 2010 - Nov 2011 (1 year 1 month)

- \* Trained on Satellite Control Center Operations.
- \* Assisted in the ground station planning and preparation for satellite launch.
- \* Introduced to software applications used in satellite communications.

## **Education**



### **Assam Don Bosco University, India**

MBA, Technology Management

2014 - 2018



### **Obafemi Awolowo University, Nigeria**

M.Sc, Computer Science

2010 - 2014



## **Ladoke Akintola University of Technology, Nigeria**

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

2001 - 2008

## **Licenses & Certifications**



### **Sales and CRM Overview - Coursera**

BDPRZEUBBP3K



### **Scientific Computing and Python for Data Science Applied Data Science**

**Module: Unit I** - WorldQuant University



### **Introduction to Python - 365 Data Science**

cert\_0w0t2pg8



### **The Non-Technical Skills of Effective Data Scientists - LinkedIn**

ATiMEbleXBrZei5PRIVTCfG-eUI1



### **Introduction to Data Science Specialization - Coursera**

G2X9T9573ZG3



### **Data Analysis and Visualization Foundations Specialization. - Coursera**

MNBNF2P8CCNW

## **Skills**

Customer Relations • Application Development • SQL • Microsoft Excel • Database Management •  
Python (Programming Language) • Communication and Interpersonal Skills • IBM Cognos Analytics •  
Microsoft Office • Extract, Transform, Load (ETL)