

# Pelumi Ilupeju

Web Developer

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Detail-oriented, organized and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success.

## Technical Profile

- HTML
- JavaScript
- Microsoft Word
- CSS
- Google Drive
- Git
- Salesforce
- WordPress
- React
- Express
- Node.js
- Canva
- TypeScript
- HTTP

## Competencies

Application support

Content Marketing

Website optimization

Web development projects

Technical Analysis

Responsive design

JavaScript

Search Engine Optimization

## Work History

2023-01 - Current

### Web Developer

*Web Gig, WINNIPEG, Manitoba*

- Planned website development, converting mockups into usable web presence with HTML, JavaScript, AJAX, and JSON coding.
- Coded websites using HTML, CSS, JavaScript, React and Next JS
- Determined coding requirements for specialized scripts.
- Oversaw technical issues and troubleshooting requests to resolve user problems.
- Implemented content management and security resource tutorials to assist end-user training.
- Engaged with clients to plan and optimize site issues and queries.
- Optimized web applications for speed, scalability and security.
- Boosted web traffic by improving navigation and rectifying bottlenecks.
- Maintained strict budgetary and scheduling guidelines to satisfy customers with high-quality, targeted designs.

2022-09 - Current

### Tech Support

*Transcom , Winnipeg, Manitoba*

- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Configured hardware, devices, and software to set up work stations for employees.
- Troubleshoot and diagnosed problems to accurately resolve wide range of technical issues.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Researched product and issue resolution tactics to address customer concerns.
- Provided on-call support for critical issues related to Apple Software.

2018-12 - 2022-07

### Tech Support

*Canada Life, Winnipeg, Manitoba*

- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Responded to telephone, email and in-person inquiries regarding mobile app operation, use and repair.
- Updated documentation and produced reports.
- Trained users on how to operate components and systems.
- Documented support interactions for future reference.
- Identified potential sales and cross-selling opportunities and informed supervisor.

2016-10 - 2018-06

### Customer Service Representative

*SkipTheDishes, Winnipeg, MB*

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Updated account information to maintain customer records.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Provided primary customer support to internal and external customers.
- Utilized customer service software to manage interactions and track customer satisfaction.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Participated in team meetings and training sessions to stay informed about product updates and changes.

## Education

2012-09 - 2016-10

### **Bachelor of Arts: Political Science**

*University of Manitoba - Winnipeg*

## Interests

Three JS and WebGL