

## PERSONAL SUMMARY

A tech specialist with hands-on experience in web development. Working experience as a service desk analyst, a fast-learner, innovative, result-oriented with a passion for technology. My passion for technology has driven my interest in learning more about IoT and how important technology is to any organization.

## EDUCATION

2017 - 2018	<b>MSc. Human Resource Management (Merit)</b> University of Nottingham UK
2013 - 2017	<b>BSc. Human Resources Management (First Class)</b> Covenant University Nigeria

## Web Development skills

React JS	<div><div></div></div>
NodeJS	<div><div></div></div>
Puppeteer JS	<div><div></div></div>
MySQL, NoSQL(MongoDB)	<div><div></div></div>
PHP	<div><div></div></div>
VanillaJS & jQuery	<div><div></div></div>
HTML & CSS	<div><div></div></div>
Wordpress & OpenCart	<div><div></div></div>

## WORK EXPERIENCE

02/2021	<b>Freelancing</b> ICWEBPRO LTD (Web Development)
11/2020	<b>1st Line Response (NHS Vaccination Line)</b> SITEL Group UK <ul style="list-style-type: none"><li>1st Line Covid Vaccine Response Team</li><li>Responding to inbound calls to help book Vaccination appointments and other inquiries.</li><li>Escalation of cases to Team Managers</li><li>Advising contacts on what to do if they develop symptoms of COVID-19</li><li>Advising contacts on ways to minimize potential transmission.</li><li>Transfer of calls to the National Emergency line.</li></ul>
08/2020	<b>IT Service Desk Analyst (Contract)</b> UNIVERSITY OF NOTINGHAM UK <ul style="list-style-type: none"><li>Worked remotely and also in the office.</li><li>Tools used: SupportWorks(call and email logging), Unexus (call routing), Campus Solution, BPM, GAIM</li><li>Logging and responding to calls and emails from students</li><li>Solving I.T problems from students of the university..</li><li>Delivered exceptional level of service to each student by listening to concerns and resolving IT issues</li></ul>

# OLAMIDE OLUFADÉ

## Tech Specialist

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- 🏠 Nottingham, UK
- ☎ 07404438945
- 🔗 <https://icwebpro.net>
- 🚗 Personal vehicle

## TECHNICAL SKILLS

### Web Development

HTML, CSS, JAVASCRIPT, PHP

CMS (WordPress, OpenCart, Magento, etc.)

Cordova (WebView Application for Android and iOS)

Microsoft Active Directory

UI/UX Design

Graphics

## TRANSFERABLE SKILLS

Customer Service

Teamwork

Communication

Taking Initiative

Friendly

Fast Learner

Problem-Solving



## ACHIEVEMENTS

- Started a tech consultant business, 2018
- Granted full scholarship to study in the University of Nottingham, 2017
- President of IRHUMSA (Industrial Relations and Human Resources Management Student Association), 2017
- Tutorial Coordinator/ Personal Tutor for the department in the University, 2015.
- Awarded a One-year scholarship to study in India (OERL), 2013.



## WEBSITES

Some websites I developed

- <https://icwebpro.net>
- <https://sace.ng>
- <https://popula.tv>
- <https://shop.popula.tv>
- <https://studio.popula.tv>
- <https://shots.ng>
- <https://studenthub.com.ng>
- <https://robinhoodremovals.co.uk>
- <https://investment.sace.ng>
- <https://cars.sace.ng>
- <https://donation.sace.ng>
- <https://a-rodgold.com>
- <https://phllogistics.com>
- <https://music.sace.ng>
- <https://theowner.ng>



## REFERENCES

Available on request

## WORK EXPERIENCES

05/2020

### Tier 3 Call Handler (NHS COVID 19 Trace Programme)

SITEL GROUP UK

- Tier 3 Contract tracing team
- Making outbound calls to help trace cases and contacts of COVID-19
- Escalation of cases to Tier 2 agents
- Advising contacts on what to do if they develop symptoms of COVID-19
- Advising contacts on ways to minimize potential transmission.

08/2019

### IT Service Desk Analyst (Contract)

UNIVERSITY OF NOTTINGHAM UK

- Communicated with students on the basis of I.T problems
- Provided I.T support for University of Nottingham students and Applicants over the phone
- Responded to emails from students
- Worked with IT Support Systems (SupportWorks, Unexus, Campus Solutions, GAIM)
- Liaised with other departments in handling major I.T incidents of the University
- Worked with the student Active Directory of the University.

03/2019

### HR Tech Consultant

I4NNOVA LIMITED Nigeria

- Worked with SAP Product – SuccessFactors
- Sales demo (presentation of SAP Product) to potential clients.
- Consultant to clients registered under the company's name.
- Handled systems configuration for clients using XML, Provisioning, and Demo system, etc.

06/2018

### Customer service/ Sales Representative (Part-time job)

SPOKES (DeVere Group) UK

- Responding promptly to customer inquiries
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Monitored sales and updated of product information.

2017

### HR/ADMIN. Assitant (Intern)

SERVAIR NIGERIA LIMITED UK

- Updated staff profile using the company's information system (HRIS)
- Monitored training records and pay slip of employees
- Evaluated and validated employees on-time records to ensure leniency
- Drafting of memos and professional letters
- Evaluated employee work performance along with organizational standards
- Use of Microsoft desktop publishing software(Excel, Word, PowerPoint) for company data

OTHER CERTIFICATES

12/2018	<b>Associate, CIPD</b> Chartered Institute of Personnel Development (CIPD) UK
06/2017	<b>Associate, CIPM</b> Chartered Institute of Personnel Management (CIPM) Nigeria

OTHER SKILLS

Based on work experience	<div><div></div></div> Excellent problem solver using other ways to achieve a goal
Based on work experience	<div><div></div></div> Multi-tasking and ability to work under pressure
Based on work experience	<div><div></div></div> The ability to follow instructions and deliver quality results
Based on work experience	<div><div></div></div> Detail-oriented
Based on personal business	<div><div></div></div> The ability to analyze complex technical information
Based on work experience	<div><div></div></div> Customer Relation