

FERANMI PHILEMON FAWOLE

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EDUCATION

M.Sc. Information Technology with Cyber Security – Robert Gordon University, Aberdeen, United Kingdom **Jan 2022 – June 2023**

- Expected Grade: Distinction

Course Modules:

Semester 1

- Data Visualisation and Analysis (B)
- Database and Web Security (A)
- Software Project Engineering (A)
- Intranet Systems Development (A)

Semester 2

- Object-oriented Programming
- Data Management
- Information Security Management
- IT Infrastructure and Administration

B. Eng. Petroleum Engineering – Covenant University

Aug 2014 – Jul 2019

- Final Grade: Second Class Upper Division (2:1)

Course Modules:

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| <ul style="list-style-type: none">Fluid Properties and Phase BehaviourPetroleum EconomicsProduction Engineering | <ul style="list-style-type: none">Field Development PlanningEntrepreneurial Development StudiesOffshore Drilling Engineering |
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CORE COMPETENCIES

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| <ul style="list-style-type: none">Web Development with HTML, CSS, PHP, and MySQLModelling and Dashboarding with Power BIUnivariate and Bivariate analysis with RStrategic Planning | <ul style="list-style-type: none">Data analysis and visualizationBurp suiteIntermediate Microsoft Excel, PowerPointTeam LeadershipKali, Linux | <ul style="list-style-type: none">Agile Scrum MethodologyRisk AssessmentTeamwork and CollaborationCommunication |
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KEY ACHIEVEMENTS

- Successfully oversaw a team towards the implementation of a web application to meet a customer's needs. **URL: japabuddy.com**
- Provided improvement for the implementation of a database management system for a project called DAFMIS for the Petroleum Equalization Fund PEF(M)B.
- Interfaced with the technology team at the Petroleum Equalization Fund to ensure the implementation of a database management system and transition from a paper-based system. This eliminated transport costs of hardcopy files by over 30%.
- Maintained a first contact resolution rate (FCR) of 65% and participated in the inauguration of a coach's corner program to ensure new technical support agents maintain a high FCR.
- Built two full-stack web applications for first-semester MSc courses. Used technologies such as HTML, CSS (Bootstrap), PHP, and MySQL.

PROFESSIONAL EXPERIENCE

Technical Customer Service Advisor – Capita, United Kingdom

May 2022 – Present

- Resolving issues and clarifying inquiries of O2 Pay Monthly customers.
- Ensuring process is followed with strict adherence to FCA and GDPR regulations.

- Assisting internal teams in resolving queries.

Data Analyst Trainee –Side Hustle

October 2021 – December 2021

- In-depth analysis of data using Power BI and Excel.
- Implemented pivot tables using excel
- Created dashboards and models using Power BI.

L1 Technical Support Specialist, Crossover, Trilogy, California United States **October 2020– May 2021**

- Provided timely Technical support to customers via phone, Zoom, and the Zendesk ticketing system
- Participated in the continuous management of the knowledge base for GFI Mail Essentials, a state-of-the-art Email security solution, Sococo, Field Force Manager, Street-smart

Technical Customer Service Advisor – Petroleum Equalization Fund (Management) Board **October 2019 – October 2020**

- Organizing stationery orders and liaising with Oil Marketers to meet business requests.
- Received and reviewed daily feedback from Depots in our zones to track the volume of petroleum products leaving the Depot.
- Resolving customer cases and offering clarification on inquiries.
- Participated in ensuring prices of petroleum products were at a uniform price across all parts of the country despite differential transport costs from depots.
- Interfaced regularly with Management to give feedback on the Customer Support Process, to improve customer experience

LEADERSHIP AND VOLUNTEERING EXPERIENCE

Member – Society of Petroleum Engineers, Covenant University Chapter Aug 2018 – Aug 2019

- Participated in close collaboration with the chapter's president to Improve Chapter annual revenue by over 130% through the initiation of the Alt Fund Drive.
- Participated in close collaboration with the chapter's president to increase Chapter membership by over 50% and membership retention to 80% through improved student engagement and membership drives.
- Participated in Initiating the first chapter HSE campaign, which helped educate members of the community and university on sustainability, safety, and responsible consumption.
- Participated in developing stakeholder mapping, engagement, and management strategies which led to the highest industry participation in the chapter's history.
- Participated in organizing and conducting the Graduate Employability Symposium to provide relevant industry insight and opportunities for students in a digital economy.

Platoon Commander –National Youth Service Corps Camp November 2019

- Oversaw the training of over 200 corps members towards preparation for the camp sporting event and marching parade.
- Led the Platoon to win bronze in the statewide marching and silver in the basketball tournament.

AWARDS/CERTIFICATION

- **Award of Excellence for the Best Chapter – Society of Petroleum Engineers 2019**
- **Introduction to Cyber Security – SimpliLearn 2020**
- **Soft Skills – Jobber Man 2021**
- **Customer Service: Knowledge Management – LinkedIn 2021**
- **Customer Service Mastery – LinkedIn 2021**