

AYOOLUWA SAMUEL, ADU

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OBJECTIVE

Detail-oriented professional with over 3 years of experience in customer service and administrative support, skilled in processing loan request, addressing customer needs, and ensuring compliance with industry regulations. Adept at maintaining confidentiality, managing data, resolving customer concerns, and promoting operational excellence. Seeking to leverage strong organizational and communication skills to contribute to a collaborative team environment and deliver quality data across board.

WORK HISTORY

10/2024-10/2024 **VOLUNTEER EXPERIENCE @ UCW, BC, CANADA**

ACHIEVEMENTS

- I successfully managed the safekeeping of graduands' personal belongings, ensuring a secure and seamless experience during the ceremony. By maintaining an organized database of deposited items and assigning collection tags, I streamlined the retrieval process, improving efficiency and reducing wait times for over 50 items. I proactively organized and arranged items for easy access, enhancing the overall flow of the event. My efforts in facilitating check-in ensured timely and accurate entry for graduands and their families, while also verifying correct batch assignments. Additionally, I contributed to a memorable experience by efficiently packaging and distributing souvenirs for all graduands.

01/2023-12/23 **CUSTOMER SERVICE REPRESENTATIVE @ TELEPERFORMANCE, UK**

ACHIEVEMENTS

- Effectively managed incoming customer inquiries through phone, email, and chat, delivering accurate and efficient responses while promptly resolving issues to ensure high customer satisfaction, consistently exceeding performance metrics such as response time and resolution rate, collaborating with cross-functional teams to tackle complex concerns, navigating multiple systems to resolve queries, documenting interactions and solutions, and advising customers on application processing timescales.

01/2022- 01/2023 **BUSINESS ANALYST @ AVOSOFT CREWE**

ACHIEVEMENTS

- Expertly created user stories and product backlog items on Azure DevOps, actively participated in daily stand-up meetings and managed sprint refinement, backlog, review, and planning, defined acceptance criteria for tasks, liaised with stakeholders to gather requirements through interviews and questionnaires, examined company procedures to propose innovative productivity enhancements, collaborated with teams to align objectives with aspirations, developed specifications for new systems, conducted successful User Acceptance Testing (UAT) while providing user training for seamless adoption, and implemented ETL processes using SQL Server Integration Services (SSIS).

09/2021 – 12/2021 **SOFTWARE DEVELOPER @ BRITISH STEEL (BSL)**

ACHIEVEMENTS

- Effectively troubleshooted, debugged, and upgraded existing software while refactoring code and updating scripts, developed and maintained complex data transfer pipelines to the Trust Data Warehouse and Data Marts, utilized Crystal Reports, SSRS, SSIS, Oracle, and Excel to present analyzed data in pivot and table formats, wrote SQL queries for data extraction and cleansing using Excel and Python, and collaborated with the project management team to consolidate requirements and enhance decision-making processes, ensuring timely project delivery.

06/2021 – 09/2021 **SUPPORT ENGINEER (CONTRACT) @ ABERDEEN STANDARD INVESTMENT - EDINBURGH**

ACHIEVEMENTS

- Successfully automated system builds using PXE and Auto-pilot, streamlined hardware ID extraction and import processes, performed BIOS upgrades and downgrades, ensured system compliance in Intune, and served as the primary contact for resolving employee IT concerns, while actively monitoring, updating, and maintaining computer networks, and efficiently installing and configuring systems and applications to optimize company operations.

12/ 2020 – 06/2021 **SQL DEVELOPER @ M-MANGOES – UK**

ACHIEVEMENTS

- Expertly wrote SQL queries for data extraction and processing, utilized Excel, Power BI, and Python for data analysis, performed code reviews and impact assessments, resolved data discrepancies, optimized code, maintained databases, and developed comprehensive technical documentation, enhancing operational efficiency and supporting seamless IT functionality for team members and clients.

ACHIEVEMENTS

- Gathered and analyzed performance data to produce accurate reports, provided strategic recommendations, supported state-level staff and government counterparts in database management and program evaluation, ensured data accuracy and consistency, conducted gap analysis to track program progress, and successfully designed, deployed, and managed health information database systems, streamlining data processes and enhancing reporting efficiency.

EDUCATION

- 09.2020 – 05.2022

UNIVERSITY CANADA WEST, BC, CANADA

 - Master of Business Administration (Business Analysis) *In-view*
- 09.2020 – 05.2022

TEESSIDE UNIVERSITY, MIDDLESBROUGH, UK

 - M.sc (Project Management with Advance Practice) *Distinction*
- 10.2012 – 07.2014

UNIVERSITY OF IBADAN, OYO STATE

 - M.sc (Computer Science) *2.1*
- 10.2005 – 07.2009

FEDERAL UNIVERSITY OF TECHNOLOGY, AKURE, ONDO STATE

 - B.Tech (Computer Science) *2.1*

SKILLS

Technical Skills

- Microsoft Office Suite: Advanced knowledge of Word, Excel, PowerPoint, and Outlook.
- Networking: Expertise in designing and managing secure network infrastructures.
- Linux: Proficient in system administration, enhancing server performance and reliability.
- AWS: Skilled in deploying and managing scalable cloud solutions; proficient with EC2, S3, Lambda, and RDS.
- Database Management: Advanced skills in SQL and data management, ensuring data integrity and efficiency.
- Python: Applied Python for automating tasks and enhancing data processing capabilities.
- Security: Knowledgeable in implementing and managing security protocols.

Personal Skills

- Administrative Support: Data entry, report drafting/editing, and file management.
- Communication: Strong written and verbal communication skills.
- Time Management: Efficient in managing multiple tasks and meeting deadlines.
- Confidentiality: Maintains discretion when handling sensitive and confidential information.
- Multicultural Sensitivity: Ability to work with a diverse student body and respect cultural differences.
- Problem Solving: Demonstrated ability to resolve complex issues through innovative solutions.
- Critical Thinking: Expertise in analysing data and trends to inform strategic decisions.
- Team Collaboration: Effective communicator and collaborator, fostering productive team environments.
- Active Listening: Skilled in understanding and addressing needs.
- Learning Agility: Committed to continuous learning and skill development.

CERTIFICATE AND TRAINING

Microsoft Technology Associate (MTA -Python Programming)	2021
Microsoft Technology Associate (MTA- Software Development Fundamentals)	2020
Data Management Training (UMB)	2019
Data Analysis and Interpretations	2017
Microsoft Certified Technical Specialist (MCTS)	2014
DQA/Gap Analysis Training	2013
Microsoft Office Specialist (MOS)	2010
Data Quality	2010