

SARAH SAMSON
[LinkedIn](#) | [GitHub](#)

Email: oluwasefemi@gmail.com
Mobile: +2348145056692

SOFTWARE ENGINEERING | PROJECT MANAGER | CUSTOMER SUPPORT

EDUCATION

Ojaja University

B.Sc. Computer Science (First class Hons)
NYSC

Kwara State, Nigeria

Nov. 2018 – Dec.2021

Aug 2023 – Aug 2024

SKILLS SUMMARY

- **Languages:** HTML, CSS, JavaScript , PHP, Laravel
- **Database:** MongoDB
- **Frameworks:** React.js, Express.js, Bootstrap
- **Tools:** Postman, Excel, MySQL, Figma
- **Platforms:** Notebook, Visual Studio Code
- **Soft Skills:** Project Management, Digital Products Marketing, Excellent communication
- **Version Control:** Git
- Customer account management
- Complaint resolution
- Report preparation and problem solving
- Microsoft Office and CRM
- Data entry and technical support
- Multi-line phone etiquette
- Patience and Listening
- Communication and teamwork

WORK EXPERIENCE

Software Engineering | IT

January 2020 - January 2021

- Learned new technologies and frameworks, including PHP and Database, to improve front-end development skills.
- Developed and maintained web applications using PHP, Oracle, and MySQL for various clients.
- Implemented new features and bug fixes for existing applications, including a customer management system and an inventory management system.
- Wrote technical documentation for internal and external audiences, including user guides and API documentation.
- Contributed to open-source projects and participated in online communities to stay up-to-date with the latest trends and best practices in software development.

Web Development | Developer

August 2023 – August 2024

- Use a project management tool: To help manage the project, use a project management tool such as Trello, Asana, or Jira. These tools allow you to track progress, assign tasks, and collaborate with team members.
- Website Development: I built and managed the organization's website. This involves building the website using WordPress and its various plugins and themes. The developer will need to configure the WordPress installation, set up the database, and customize the theme and plugins to meet the organization's needs.
- Content Management: This involves adding, editing, and managing the website's content, including text, images, videos, and other media. The content should be engaging, informative, and optimized for search engines.
- Website Maintenance: is an ongoing task that involves regularly updating the website's software, plugins, and themes. This helps to ensure that the website remains secure, stable, and up-to-date. I also monitor the website's performance, troubleshoot any issues, and make necessary improvements.

Work Experience

Project Manager

January 2024 – currently

Green and Precision Cultivation Initiative

Agriculture

- Streamlined data collection and reporting procedures, reducing processing time by 20% and enhancing efficiency.
- Implemented process improvements and automation solutions, resulting in 15% increase in productivity.
- Collaborated with 3+ cross-functional teams to gather requirements, define project scopes, and ensure alignment with business objectives, fostering effective teamwork and project success.
- Produced 10+ comprehensive reports and presentations summarizing findings and recommendations, facilitating clear communication with stakeholders and driving actionable outcomes.
- Conducted in-depth market research and analysis, resulting in the identification of 10+ key trends and insights that informed strategic decision-making processes. □ Familiar with Jira, Confluence, Slack and Notion.

Work Experience

Customer Service Manager

August 2023 – July 2024

Green and Precision Cultivation Initiative

Agriculture

- Manage a team of customer associates and lead weekly discussions to set sales goals as individuals and as a team.

Customer Service Representative

November 2022 – July 2023

ISON Experience

MTN

- Communicate directly with customers on the floor, ensure their network experience is pleasant, productive, and memorable, and mediate any situation that may have escalated.
- Handled Customer complaints and inquiries professionally and courteously. Developed and maintained positive relationships with customers through excellent communication and follow-up skills

PROJECTS Portfolio

Template: <https://sarahsamson.netlify.app/>

- A portfolio is a collection of work demonstrating my skills and experience in a particular field. This project showcases my creativity, technical skills, and professionalism. I can highlight your proficiency in programming languages, frameworks, and tools such as HTML, CSS, JavaScript, React, Node.js, and MongoDB.

E-Commerce Site Project: <https://sarahdeve.github.io/food-ordering-system/>

- An e-commerce site project is a more complex application that allows users to browse, search, and purchase products online. This project showcases my web development, user experience design, and database management skills. I can highlight your proficiency in programming languages, frameworks, and tools such as HTML, CSS, JavaScript, Vue.js, PHP, React, Node.js, Express, and MongoDB.

To-Do List Project: <https://to-do-lit-app.netlify.app/>

- A to-do list project is a simple application that allows users to create, read, update, and delete tasks. This project demonstrates my proficiency in programming concepts such as CRUD operations, user interfaces, and data persistence. I can highlight my skills in the programming languages, frameworks, and tools you used to build the project, such as HTML, CSS, and JavaScript.

Hotel Management Software Template: <https://zarar.netlify.app/>

- It requires expertise in various technologies and a deep understanding of the hospitality industry.

CERTIFICATES

Certified Customer care representative

Certified Software Engineering

RECOMMENDATION: <https://samsonsena.netlify.app/>

SOCIAL HANDLE

LinkedIn: <https://www.linkedin.com/in/sarah-samson-b799161a2/>

GiHub: <https://github.com/sarahdeve>