

TIMILEHIN OWOLABI

[Email](#)
[LinkedIn](#)
[GitHub](#)

TORONTO, ONTARIO

+1 437-263-0314

PERSONAL PROFILE

A motivated web designer who brings a creative and solution-driven mindset to every team and project. Passionate about writing clean codes that are reusable and crafting visually stunning and user-friendly websites. I have a deep understanding of UX principles and responsive design techniques. I thrive in fast-paced environments and take pride in delivering projects on time and within budget.

RELEVANT ASSIGNMENTS (SCHOOL PROJECTS)

- I designed wireframes and mockups using design tools such as Adobe Photoshop and Adobe XD.
- I designed wireframes and prototypes using Figma.
- I developed the website using HTML, CSS, Bootstrap, and JavaScript, adhering to web standards and best coding practices.
- I implemented responsive design principles to ensure a seamless user experience across various devices and screen sizes.

WORK EXPERIENCE

ISON BPO, Ibadan, Nigeria

CUSTOMER CARE REPRESENTATIVE (CUSTOMER SERVICE) – April 2019 to December 2020.

- I assisted customers with technical issues, troubleshooting problems, and providing guidance on product usage or installation.
- I listened and provided rapid empathetic responses to customer demands, giving valuable advice when necessary, and driving an increase in customer satisfaction rate from 60% to 85%.
- I consulted directly with customers physically and via telephone, achieving a customer return rate of 43%.
- I provided business-winning advice to customers on the inbound and Outbound phone call platforms using state-of-the-art call center technology.

VOLUNTEER EXPERIENCE

SUSTAINABILITY RESEARCH AND INNOVATION CONGRESS (SRI2021) (ZOOM TECH HOST). – June 2021

- I supported practice sessions and training speakers and moderators.
- I supported live sessions and troubleshoot issues with audio, video, screen sharing, or other Zoom features, and guide participants on how to navigate the platform.
- I ensured that the code of conduct is respected during the congress and reported any potential concerns to SRI staff.

EDUCATIONAL BACKGROUND

Humber College IGS Campus, Ontario Canada

Post-Secondary Certificate in Web Design and Development
December 2022.

CERTIFICATIONS AND AWARDS

- Pearson Microsoft PowerPoint 2019 Introductory Badge. February 2022
- Certificate in Introduction to Blockchain (IBM). December 2021
- University of Colorado, Boulder. Coursera Basic Elements of Design Principles and Software Overview. April 2021
- Certification in Jobberman Soft Skills Training. March 2021
- Certificate in Introduction to Cybersecurity (IBM). February 2021
- Google Digital Skills for Africa. October 2018
- SFIAPLUS LEVEL 1-7. The Ethical IT Professional badge.

SKILLS HIGHLIGHT

- **Technical Skills:** HTML, CSS, JavaScript, Bootstrap.
- **Employability Skills:** Web Design and Development, Creativity, Design Skills, Innovation, Researching, Troubleshooting, Team Player, Management, Flexibility.
- **Knowledge Areas:** Design tools such as Adobe Creative Suite.
- **User Experience:** Illustration.
- **Administrative Or Clerical:** Customer Service Oriented.
- **Common End-user Software:** Microsoft PowerPoint, Photoshop. Adobe XD, Illustrator.

ORGANIZATION

BCS, THE CHARTERED INSTITUTE FOR IT.

Associate member- April 2022- April 2026