TOLU OGUNNUSI

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My Portfolio

Mobile App Developer

AREAS OF EXPERTISE

My areas of expertise includes but not limited to:

- Front-end: JavaScript, ReactJS, TypeScript, CSS, TailwindCSS. TypeScript, NextJS
- Back-end: GraphQL, Python, Node.Js.
- Mobile Development: React-Native, Expo Managed Projects.
- DBMS: Oracle, SQL, Mongo-DB, Firebase, AWS
- Content Management: WordPress, Sanity.

PROFESSIONAL EXPERIENCE HIGHLIGHTS

Systems Analyst   **Johnson Controls UK- Oct 2023 - Present**

- Monitoring and Response: Actively monitored live activations from customers' Security and Fire systems, demonstrating acute attention to detail and rapid response capabilities.
- Collaboration and Coordination: Effectively liaised with Police and Fire control centres, ensuring seamless cooperation during emergencies, and showcasing strong teamwork skills.
- Customer Interaction: Answered customer service calls following company protocols, displaying professionalism and empathy, showcasing excellent communication skills.
- Technical Support: Provided customers with clear guidance on operating and testing their security systems, demonstrating a strong understanding of technical concepts.
- Appointment Management: Managed engineer visits by booking appointments and coordinating schedules with both engineers and customers, showcasing organizational abilities.
- Data Integrity: Accurately inputted information into computer systems, maintaining data integrity and attention to detail, essential skills in web development.

Hospitality, Manchester United FC   **Old Trafford, Manchester UK, June 2023 - Present**

- Effectively communicated with customers to address inquiries, complaints, and concerns in the hospitality sector.
- Managed order processing tasks, including order verification, payment processing, and order fulfilment.
- Utilized problem-solving and conflict resolution skills to address customer issues, complaints, and conflicts, ensuring high levels of customer satisfaction.
- Collaborated with team members to deliver exceptional customer service, sharing relevant information, and resolving issues collectively.
- Stayed informed about industry trends, product knowledge, and best practices in customer service to enhance performance and achieve goals.
- Delivered personalized attention to guests, anticipated their needs, and consistently exceeded expectations, resulting in a remarkable 98% customer satisfaction rating.

Team Lead, Application Testing and Development   Ministry of Science and Technology, Lagos State
May 2021 – August 2022

- Evaluate new technologies and recommend implementation strategies.
- Led the state-wide digitization and Business Process Mapping of government agencies.
- Collaborate with other departments to ensure applications meet user requirements.
- Analyze user requirements to determine the feasibility of mobile applications.
- Provide technical guidance and support to team members.
- Coordinate with other departments to ensure accuracy and functionality of websites.
- Assist in the planning and implementation of new web-based projects.
- Monitor website traffic and performance.
- Coordinate with other departments to ensure accuracy and functionality of websites.
- Ensure web security and compliance with government standards across the state.

Team Manager, Web and Mobile Development   Nairabet Jan 2018 – March 2021

- Contributed hands-on to the development process, working on both front-end and back-end tasks as needed.
- Demonstrated expertise in technologies such as HTML, CSS, JavaScript, and various web frameworks, ensuring optimal functionality and aesthetics.
- Leveraged my strong technical background to provide guidance and support to the team. Participated in code reviews, architectural discussions, and technical problem-solving, ensuring the use of best practices and efficient coding techniques.
- Implemented rigorous testing processes to identify and address bugs, glitches, and performance issues. Collaborated closely with QA engineers to ensure the delivery of robust, reliable, and user-friendly web applications.
- Collaborated with product managers, designers, and other stakeholders to gather requirements, define project scopes, and ensure alignment with business goals. Effectively communicated technical concepts to non-technical stakeholders.
- Rapidly addressed technical challenges and obstacles that arose during development. Employed analytical thinking and creative problem-solving skills to devise effective solutions, minimizing project delays.
- Maintained comprehensive documentation of projects, coding standards, and processes. Facilitated knowledge sharing within the team and ensured seamless onboarding of new developers.
- Led the planning, execution, and delivery of web development projects. Coordinated with cross-functional teams including designers, product managers, and QA engineers to ensure projects were completed on time and met high-quality standards.

Web Developer   **NairaBet March 2016 – Jan 2018**

- Develop and maintain front-end web applications using HTML, CSS and JavaScript

- Design, develop and test software components and websites.

- Troubleshoot, debug and upgrade existing web applications.

- Work with graphic designers and other web developers to create user-friendly web interfaces.

- Integrate data from various back-end services and databases.

- Design and implement security measures to protect websites from malicious attacks.

FREELANCE ACTIVITIES

[Crypto Price Watchlist](), [Food Ordering UI](), [Hulu Clone, Data Analytics UI](), [To-do App, Twitch Clone]()

EDUCATION

UNIVERSITY OF HULL, UK (Sep 2022 – August 2023)

Master of Science, Data Science and Artificial Intelligence - Distinction

BABCOCK UNIVERISITY (September 2010 – August 2014)

B.Sc Computer Science (Information Systems) - 2nd Class Upper