

David Jesutomisin Amoo

Baltimore, MD | tomisin.amoo@gmail.com | 443-824-0505 | linkedin.com/in/david-jesutomisin-amoo | github.com/tomisin-amoo

PROFESSIONAL SUMMARY

Results-driven IT and data professional with over 11 years of experience leading large-scale technology deployments, data integration initiatives, and customer-focused digital solutions across government and academic sectors. I am currently pursuing a graduate certificate in Database Management Systems and a Master of Science in Applied Information Technology with a strong foundation in SQL, Python, CRM platforms, and data visualization tools such as Power BI and Tableau. Proven track record of managing cross-functional teams, optimizing systems for efficiency, and delivering impactful insights to stakeholders. Adept at bridging the gap between technical systems and user needs to drive innovation, accuracy, and operational success.

EDUCATION

Master of Science, Applied Information Technology Towson University, Towson, MD 3.95 GPA	May 2026
Post Graduate Degree, Management and Information Systems University of Roehampton, London	January 2019
Bachelor of Science, Computer Science Covenant University, Ota, Nigeria	July 2011

TECHNICAL SKILLS

Data Visualization: Power BI | Tableau
Database Management: MySQL | Microsoft SQL Server | Oracle
CRM Systems: Zoho CRM
Programming: C++ | Python | SQL

RELEVANT PROJECTS

Product Catalog Web Application Flask, PostgreSQL, Docker, AWS EC2, Terraform, CI/CD <ul style="list-style-type: none"> Developed and containerized a full-stack e-commerce catalog (user auth, image uploads, role-based CRUD) then deployed it to AWS EC2 with Terraform-provisioned infrastructure and integrated CI/CD pipelines. 	June 2025
Oracle Bank Database System PL/SQL, Oracle SQL Developer Towson University, Towson, MD <ul style="list-style-type: none"> Engineered a simulated banking platform with PL/SQL stored procedures and triggers to automate customer/account management, transaction processing, data validation, and enforce business rules. 	Spring 2025
Project Team Member Towson University, Towson, MD <ul style="list-style-type: none"> Collaborated with a team of 3 for 4 months to deploy a health management solution to a hospital 	Fall 2024
Lead Consultant SystemSpecs Limited, Abuja, Nigeria <ul style="list-style-type: none"> Led a team of 7 for the deployment of the electronic payment solution for the Federal Government of Nigeria (TSA Project) Led a team of 13 for the deployment of the electronic payment solution to 13 states in Nigeria (Adamawa, Bauchi, Benue, Borno, FCTA, Gombe, Kaduna, Kogi, Kwara, Nasarawa, Sokoto, Yobe, Zamfara) 	January 2015 – July 2021
Lead Consultant SystemSpecs Limited, Abuja, Nigeria <ul style="list-style-type: none"> Led a team of 13 for the deployment of the payroll solution for the salary processing of Civil Servants in 3 states in Nigeria (Adamawa, Kogi, Sokoto) 	January 2017 – July 2021

WORK HISTORY

Med. ELED Program Graduate Assistant Towson University Department of Elementary Education – Towson, MD <ul style="list-style-type: none"> Managed program resources and data on shared systems (OneDrive, SharePoint). Maintained program websites and databases, ensuring accurate information access. Assisted with digital publications and tracked cohort progress data. Designed and published digital newsletters and promotional content using Canva. Monitor and respond to maildrop emails for the MEd ELED program; assist with follow-up emails and announcements for multiple cohorts and virtual information sessions. 	August 2024 to May 2025
Customer Experience Manager, Special Projects Remita Payment Services Limited – Abuja, Nigeria <ul style="list-style-type: none"> Led data integration and normalization efforts across financial platforms, ensuring accuracy in electronic payment processing. 	August 2021 to April 2024

- Produced compliance reports for regulators and law enforcement using datasets exceeding 1 million records, improving turnaround time.
- Recruited, onboarded, and trained a 27-member customer experience team; implemented performance metrics that improved service ratings.
- Developed SOPs that reduced customer complaint resolution time and improved team consistency in service delivery.
- Analyzed extensive data sets to generate detailed reports in response to inquiries from regulators and law enforcement agencies, ensuring compliance and accuracy in reporting.
- Developed and implemented standards and procedures for ensuring optimal customer experience.
- Monitored the activities of the customer experience team of 27 to ensure compliance with acceptable standards of customer service.
- Conducted studies and research to discover new techniques necessary for improving customer experience.
- Interfaced with customer relationship management (CRM) tools like Zoho CRM in coordinating and monitoring customer experience operations.

Customer Experience Manager, Public Sector Solutions

May 2019 to July 2021

SystemSpecs Limited – Abuja, Nigeria

- Directed end-to-end deployment and support of financial applications across 3 state governments, ensuring adoption and operational uptime.
- Streamlined payroll processing for civil servants in 3 states, reducing salary disbursement delays through automation and system integration.
- Collaborated with internal stakeholders such as customer service executives and other customer-facing teams to identify gaps and opportunities, if any in the brand experience.
- Supervised the activities to ensure the customer experience strategies are aligned to the larger business goals and outcomes.
- Collected, monitored and analyzed customer feedback and suggest improvements internally based on the insights gathered – help measure metrics to gauge how the brand is performing on customer experience performance parameters.
- Developed and implemented standards and procedures for ensuring optimal customer experience.
- Interfaced with customer relationship management (CRM) tools like Zoho CRM in coordinating and monitoring customer experience operations.

Technology Deployment and Support Team Lead

January 2017 – April 2019

SystemSpecs Limited – Abuja, Nigeria

- Spearheaded deployment of financial systems across 3 Nigerian states, impacting over 5,000 public sector users and managing a 13-member tech team.
- Delivered 20+ user training sessions, resulting in improved user adoption scores and reduced post-implementation support tickets.
- Coordinated implementation priorities and workflow on the financial application for organizations.
- Supported users of the financial application over the telephone and by email.
- Configured and tested the financial application deployed to customers

Technology Deployment and Support Member

March 2013 – January 2017

SystemSpecs Limited – Abuja, Nigeria

- Led the deployment team of 7 for a period of 2 years in the implementation of the financial application to the Federal Government of Nigeria
- Trained over 2,000 end users in the use of the financial application software
- Coordinated implementation priorities and workflow on the financial application for organizations.
- Supported users of the financial application over the telephone and by email.
- Configured and tested the financial application deployed to customers

VOLUNTEER EXPERIENCE

- | | |
|--|----------------------------|
| • Chen Teen & Youth Development Initiative | December 2018 – to present |
|--|----------------------------|

RELEVANT CERTIFICATIONS AND TRAININGS

- | | |
|---|---------------|
| • Data Analysis Boot Camp Training, Analyst Builder | May 2024 |
| • Extra-legendary Customer Service Training, Bezaleel Consulting Group | May 2019 |
| • International Organization for Standardization, ISO 9001 – Quality Assurance Training | June 2015 |
| • International Organization for Standardization, ISO 27001 – Information Security Training | July s2017 |
| • Project Management Professional Training, Jeman Consulting, Abuja | August 2010 |
| • Oracle Certified Administrator OCA I | May 2010 |
| • Oracle SQL Expert | December 2009 |