

TEMITOPE **BALOGUN**

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PROFESSIONAL PROFILE

Smart college educated Software Engineer certified in AWS and Database Administration with a strong customer service background. A natural born leader with strong communication skills. A quick learner with an intuitive mind and the ability to work well with others in a busy work environment. Ability to manage conflict while maintaining a calm demeanor approach and managing multiple priorities.

Strong communication, both written and verbal | Great active listening skills
Exceptional interpersonal and rapport building skills
A patient and empathetic attitude
Strong time management
Organizational skills

EDUCATION

Per Scholas Dallas, TX	2023
Accelerated technical boot camp that focused on the following topics: HTML CSS JavaScript Node.js Express.js React.js MongoDB SQL queries Java	
D'Youville College Albany, NY	2016
Bachelors of Science in Nursing	
Borough of Manhattan Community College , Albany, NY	2015
Associates Degree in Liberal Art	
Administering Relational Databases on Microsoft Azure Certificate	2021
AWS Certified Solutions Architect – Associate	2021

PROFESSIONAL EXPERIENCE

Nurse Unit Manager Park Avenue Extended Care	Dec. 2017 – March. 2023
<ul style="list-style-type: none">• Maintained nursing service philosophy, objectives, and standard of nursing practices.• Supervised staff reviewed medical charts and maintained State Regulatory Rules.• Assist in orientation of new staff.• Performed tracheostomy, gastrostomy, foley care, ostomy care and management.• Administered medication with knowledge of action, mode of administration, side effects and contraindication; orders, prepares, administers, and evaluates medication and intravenous therapy items needed; Documents same promptly.	
Call Center Representative NYCDOITT/311	Mar. 2012 – Dec. 2017
<ul style="list-style-type: none">• Addressed inquiries and requests from customers by Identifying customers' needs, clarified information, researched every issue, and provided solutions.• Routed customers to agencies they inquired about.• Frequently attended educational seminars to improve knowledge and performance level.• Kept records of all conversations in the call center database in an effective way.• Recorded details of comments, inquiries, complaints, and actions taken.	