ABDULLAH ORIYOMI IDRIS

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SUMMARY

To be part of a dynamically responsive organization where I can effectively channel my knowledge and skills, using existing facilities where applicable, or creating such if needed to actualize corporate goals and objectives with a competitive advantage, bringing a good return over investment. I am eager to be challenged to grow and further improve my skills and abilities.

EXPERIENCE

ISON XPERIENCES LIMITED - MTN Nigeria — Call Centre Agent

May 2022 - March 2024

- Received a 97% satisfaction rating from customers after completing online calls.
- Engaged in the effective and real-time use of applications and work tools to solve MTN customers' complaints.
- Effectively managed approximately 100 incoming calls in less than 4 hours daily.
- Effectively exhibited multi-tasking ability when resolving customers' complaints online.
- Maintained an Average Handling Time of 140 seconds daily while ensuring first-time resolution.
- Collaborated with the team to achieve the best performance to increase the company's income.

Jamrah Academy, Nigeria — *ICT Facilitator*

September 2021 - April 2022

- Trained the pupils on how to use Microsoft Office tools efficiently.
- Co-organized their best joint inter-house sports with the Royal Palm School, which improved satisfaction by 50%.
- Displayed tremendous teamwork ability during inter-house sports.
- Provided technical support for their first-ever computer-based tests.

TECHNOLOGY SKILLS

Javascript, Python, HTML, CSS, React, Nodejs, and SQL

Front-end Web Development

System Administration

Cloud computing

CI/CD Technology

Automation scripting

Git and GitHub

Advanced troubleshooting and debugging

Bash Scripting

Networking

Operating Systems

Microsoft Office Suites

OTHER SKILLS

Customer Service

Attention to details

Excellent Verbal and Written Abilities

Teamwork

Problem-solving

Decision Making

Bam Computer Technology, Ilorin, Nigeria — *Customer Support*

January 2020 - September 2021

- Improved customer satisfaction through standard service delivery.
- Maintained concentration and focus to increase performance goals by 20%.
- Managed the office excellently, making the office look more presentable.
- Collaborated with the team to quickly resolve customer complaints with the appropriate action.
- Automated online services for customers with web scraping, saving about 50% of the normal time.
- Enhanced hands-on experience in the troubleshooting and repair of desktops, laptops, and printers.

Al-Haqq Model Academy(NYSC Place of Primary Assignment), Ondo, Nigeria — ICT Trainer

December 2019 - November 2020

- Provided training and ensured the acquisition of IT skills by facilitating hands-on practice sessions.
- Monitored student progress and gave adequate analysis for personal development.
- Maintained and updated a neat and accurate record of students' academic progress.

CERTIFICATIONS

IT Support Professional Certificate | Google | 2023

IT Automation with Python | Google | Current

Full-Stack Web Development | Talent 4 Startups | Current

Introduction to CyberSecurity | Cisco | 2023

Customer Service Representative | *iSON XPERIENCES* LIMITED | 2022

Soft Skills Training Certification | *Jobberman* | 2022

Automate the Boring Stuff with Python | *Udemy* | 2022

LANGUAGES

English, Yoruba

PROJECT

Full-stack web development Training

— I4G vs Zuri Intern

Team-work implementation of a web application for chunking large files to aid productivity, efficiency and speed.