

OLAOYE, OLADAYO BLESSING

Junior Customer Care Representative / Web Administrator

SUMMARY

A result-driven software engineer with a background in Agricultural and Environmental Engineering, and extensive experience in customer service roles. Versed in both front-end and back-end development, and adept at using React.js, Python, PHP, and JavaScript alongside HTML and CSS. Demonstrates a solid understanding of software development practices with practical experience in using CRM, Freshdesk, Paystack, and SEO tools. A proven track record in handling customer communications and feedback, complemented by excellent interpersonal skills and an ability to foster team collaboration. The engineer brings a strong problem-solving ethos, and is proficient in MS Office applications, with strengths in multi-tasking and adapting to new technologies.

TECHNICAL SKILLS

Main Technical Skills	HTML, CSS, Ant Design, Python, PHP
Programming Languages	PHP, Python
UI Frameworks, Libraries, and Browsers	Ant Design, CSS, HTML, XML
.NET Platform	.Net WCF
UI/UX/Wireframing	3D Modelling
Soft Skills	Critical Thinking
Project Management & Administration	Problem Solving
Mail / Network Protocols / Data transfer	Zimbra
Other Technical Skills	Social SDK

WORK EXPERIENCE

Customer Care Representative, Customer Relations and Services

Duration: Jan 2024 - Till Date

Summary: Attended to customers' needs including complaints handling, inquiries, order placement, updates dissemination, and feedback collection through various platforms, and participated in the advertisement of products and services.

Responsibilities: Customer support, inquiries handling, order placement, communication, feedback collection, product advertisement.

Technologies: In-app chat, Social media, CRM

Manager/Web Administrator, Solar Installation Promotion and Web Administration

Duration: May 2023 - Dec 2023

Summary: Managed customer follow-ups, created presentations on solar installation, performed digital marketing and website SEO, and handled procurement of materials.

Responsibilities: Customer management, presentation preparation, digital marketing, website SEO, material procurement.

Technologies: SEO, Digital Marketing

Teacher(NYSC), Educational Enhancement

Duration: September 2021 - August 2022

Summary: Educated students in Mathematics and Agricultural Science, improving exam success by over 10%, and coordinated extracurricular activities to boost mental alertness.

Responsibilities: Teaching, monitoring student performance, objective setting, extracurricular activities coordination.

Technologies: MS Office, Educational tools

Customer Care Representative, Customer Engagement and Product Promotion

Duration: May 2020 - May 2021

Summary: Managed customer calls, collected feedback, and advertised products and services.

Responsibilities: Customer call handling, feedback collection, product advertisement.

Technologies: Telecommunication, Social media

Industrial Trainee, Agricultural Production and Marketing

Duration: October 2018 - May 2019

Summary: Supported production and marketing activities for coffee, cocoa, cashew, and cola products and assisted in organizing related programs.

Responsibilities: Production assistance, program conductance, product marketing.

Technologies: Production tools, Marketing strategies

Industrial Trainee, Sales Optimization and Customer Relations

Duration: January 2018 - March 2018

Summary: Enhanced sales through customer service and relationship maintenance, significantly expanding the customer base.

Responsibilities: Product sales, customer relationship maintenance, sales optimization.

Technologies: Client relationship management

EDUCATION

- **Bsc, Agricultural and environmental Engineering**
University of Ibadan, 2020
4 years
- **Senior Secondary School Certificate**
David Joel Group of Schools, 2014
- **Junior Secondary School Certificate**
Christ Ambassadors' College, 2011
- **Primary School Leaving Certificate**
Revived Nursery and Primary School, 2008