

# 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

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

