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Summary

I am a versatile and experienced professional with a background in technical support, customer service, web design, marketing, and operations. I excel in identifying and resolving technical customer issues, building and maintaining solid customer relationships, and executing successful marketing campaigns. With over 5 years of experience working with top blockchain brands and companies, I have a deep understanding of the blockchain ecosystem. As a Chief Operating Officer at SCALP MARKETING, I developed and executed a strategic plan to enhance the success of the Practice, led day-to-day operations, and improved upon existing estimating procedures to provide consistent, winning bids. As a Technical Support Specialist at Sutherland Global Services, I diagnose, troubleshoot, and resolve basic to advanced technical concerns, document customer notes, reports, and logs, and meet client contractual goals and metrics with regard to providing excellent customer service. I am passionate about creating engaging content, designing user-friendly interfaces, and exceeding customer expectations.

Experience



Virtual Training Facilitator

Sutherland Global Services Ltd

Aug 2023 - Dec 2023 (5 months)

- Content Delivery: Prepare and deliver virtual training sessions using various platforms, ensuring the material is engaging, relevant, and easy to understand for participants.
- Interaction Management: Foster participant engagement by facilitating discussions, group activities, and Q&A sessions during virtual training, creating a dynamic learning environment.
- Technical Support: Provide technical assistance to participants, addressing issues related to connectivity, platform usage, and troubleshooting to ensure smooth training delivery.
- Agent Supervision: Successfully managed a team of agents by providing guidance, support, and direction, ensuring they effectively facilitated virtual training sessions.
- Adaptation and Improvement: Continuously assess the effectiveness of training materials and methods, making necessary adjustments based on participant feedback and evolving training needs.



Virtual Training Facilitator

Paramount+

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Technical Support Specialist

Sutherland Global Services Ltd

Aug 2022 - Aug 2023 (1 year 1 month)

Sutherland Global Services, Inc. is a leading Business Process Outsourcing company with over twenty years of experience in customer management. Since 1986, some of the world's most respected companies have depended on Sutherland to manage various aspects of their customer operations.

- Identify, research and resolve technical customer issues as trained
- Diagnose, troubleshoot and resolve basic to advanced technical concerns
- Document customer notes, reports and logs
- Meet client contractual goals and metric with regards to providing the customer excellent service



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Customer Service Representative

Bacd

Jan 2022 - Jun 2022 (6 months)

BACD.IO helps companies and founders tokenize their equity and investors maximize ROI.

- Listen to customers' concerns issues and questions
- Maintained a positive attitude and calmly respond to customers' complaints
- Maintaining solid customer relationships for the organization



Web Designing

SCALP MARKETING

Feb 2021 - Jun 2022 (1 year 5 months)

SCALP MARKETING is a blockchain community management and marketing firm. That work closely with top blockchain brands and companies from 2017 - 2022.

- . Creating a website design based on the client's preferences of colour, font, and style, among others
 - . Making the site fully functional through coding
- Designing the tabs, pages, controls, and buttons for the website
- . Creating mock-ups of the site and test pages to demonstrate the function of the website to the client
 - . Identifying and fixing functionality issues
- Making backup files of the website



Operations Lead

SCALP MARKETING

May 2021 - May 2022 (1 year 1 month)

SCALP MARKETING is a blockchain community management and marketing firm. That work closely with top blockchain brands and companies from 2017 - 2022.

- . Develop and execute a strategic plan to enhance the success of the Practice;
- . In cooperation with the Partners, lead the day-to-day operations to ensure alignment with strategies and objectives;
- . Lead, manage and develop the teams that support the Partners in delivering excellence in professional services;
- . Improving upon existing estimating procedures in order to provide the sales team with consistent, winning bids for work that meets margin objectives

Marketing Assistant

Sep 2021 - Apr 2022 (8 months)

tudaBirds is a Blockchain company based on an economically and environmentally sustainable strategic delivery vehicle designed to attract players, collectors, investors, speculators, and users of all interests.

- . Managing, supervising, or coordinating direct marketing campaigns for different products or services
- . Designing and developing new campaign concepts and subsequently implementing strategies
- . Preparing and presenting market research briefs and sales reports
- . Assisting in media planning and contract negotiation, including designing and positioning billboards, creating and placing media ads on radio and TV, and launching campaigns
- . Writing, editing, and uploading engaging content to various online platforms

UI Designer

Apr 2021 - Apr 2021 (1 month)

Cinchblock is a rapidly growing blockchain marketing powerhouse. Their expertise have lead more than 150 projects launch as well as maintain steady growth in their community.

- . Presenting UI designs for approval
- . Determining hardware requirements and consulting on user manuals
- . Updating existing software with innovative ideas to make it more user-friendly



Chat moderator

Project SEED

Dec 2020 - Feb 2021 (3 months)

Project SEED is a GameFi Metaverse Ecosystem built by an AAA Game Studio that aims to build a mobile-focused blockchain gaming ecosystem that utilizes Multi-Chain Hybrid Technology and integrates Game Hub, GameFi, DAO, ESports, and Growth Program.

- . Listen to customers' concerns and Questions
- . Maintained a positive attitude and calmly respond to customers complaints
- . Maintaining and customer relationships for the organization

Education



University of Manitoba

Bachelor of Arts - BA, Geography

2021 - 2026

Udemy

Web development, Full stack developer

Jan 2023 - Sep 2023



IIMB - Advanced Management Programme (AMP)

Professional Qualification , Brand and Marketing Research Strategy

May 2022 - Sep 2022

Aptech Learning

Diploma, Web Design

Jul 2020 - Jul 2021



University of Lagos

Bachelor of Arts - BA, Geography

Sep 2020 - Mar 2022

Although I did not complete my Bachelor's degree in Geography from the University of Lagos, Due to personal circumstances, I had to stop this degree.

Skills

- Team Leadership
- Leadership
- Management
- Customer Support
- User Interface Design
- Design
- E-Commerce
- Blockchain
- Strategy
- Strategic Communications