FALOKUN, ADESHINA BENSON

Author of After The Pandemic [On amazon.com]

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Opposite N. O. Idowu High School, Olorunda, Ibadan

Nigeria.

SKILLS

- Communication
- Data Analysis [SQL]
- Banking Operations
- Coding [Node.js]
- Coding [Javascript]
- Coding [HTML/CSS]
- IT Support
- Conflict Resolution
- Marketing
- Integrity/Responsibility
- Leadership Influence
- Security Infrastructure
- MS Office Suite
- Team Work
- Graphic Design
- Video Editing
- Music

HOBBIES & INTEREST

- Book/Content/Movie Script Writing
- Surfing
- Movies / Computer Gaming

REFERENCES

To be provided in line with employer's criteria.

PERSONAL PROFILE:

A team player with excellent communication skills, positive, highly motivated and passionate about everything associated with, ready to make them bigger and better until they are the only choice in the league.

Looking forward to institutions that are structurally and operationally innovative, and so much more, invest in its team.

CAREER OBJECTIVES:

Adept at providing exemplary clients' / customers' satisfaction, while achieving all organizational goals.

To work hard and smart towards the development and enhancement of human capital as well as any organization, parallel to enjoying job satisfaction.

BIO DATA:

Gender:	**MALE**
Local Government of Origin:	**EKITI WEST**
State of Origin:	**EKITI**
Country of Origin:	**NIGERIA**
Languages Spoken:	**ENGLISH, YORUBA, IGALA**

QUALIFICATIONS:

Team Treehouse Incorporation [Tech Degree in Full Stack Javascripts]	In View
International University, Bamenda, Cameroon [B.Sc. in Computer Science – 2nd Class Upper Division]	2020
The Federal Polytechnic, Idah, Kogi State [National Diploma in Statistics – Lower Credit]	2007
Centriod Nigeria Company, Benin City, Edo State [Professional Diploma in Computer Engineering – Upper Credit]	2004
FAPEC Computer Training Centre, Idah, Kogi State [Professional Diploma in Desktop Publishing / Graphic Design – Upper Credit]	1999
Idah Secondary Commercial College, Idah, Kogi State [Post Primary Education]	1998
The Federal Polytechnic Staff School, Idah, Kogi State [Primary Education – First School Leaving Certificate]	1992

WORK EXPERIENCE:

Food Basket Foundation International [FBFI] – Technical Manager   **June, 2022 Till Date**

Key Responsibilities:

⇒ Oversee the development of the Interactive Web Platform for the Civil Society Organizations' Compliance with statutory regulations in Nigeria, sponsored by British Council, OSIWA, EU-ACT, and Agents for Citizen-Driven Transformation; providing guidance according to the functional specifications, ensuring that it is optimized for speed and scale.

⇒ Work with Agile development methodologies, while adhering to best practices.

⇒ Facilitate the process of developing end-to-end user stories for the Interactive Web Platform.

⇒ Ensure the Interactive Web Platform performance, uptime and scale, maintenance of high standards of code quality and thoughtful application (web, mobile-enabled) design.

⇒ Engage with Interactive Web Platform development team to ensure timely and quality delivery.

⇒ Develop, maintain, and monitor relevant policies, systems, processes, procedures, and workflows for FBFI.

⇒ Coordinate with other managers to ensure efficiency and effective delivery of services.

⇒ Create the framework to manage security, backups and disaster recovery for FBFI computer and information systems, making continuous improvements.

⇒ Run performance checks on systems.

⇒ Creating standard operating procedures for computer and information systems.

⇒ Produce regular reports.

⇒ Create and adhere to schedules and budgets, in conjunction with the PD and Finance.

⇒ Manage the service level agreement (SLA) with Interactive Web Platform developer Provide training for staff and volunteers.

⇒ Stay up to date on new trends and emerging innovations in the field.

⇒ Maintain professional and technical knowledge by attending job related workshops/trainings, establishing personal networks and participate in professional society's seminars.

Polaris Bank Limited – Senior Executive Officer
[Brand Ambassador, Customer Service Officer, IT Champion]   **March – May, 2022**

Key Responsibilities:

⇒ Resolving service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to the problem; expediting correction or adjustment, and following up to ensure resolution.

⇒ Maintaining a positive, empathetic and professional attitude toward customers at all times.

⇒ Having a professional knowledge and experience on handling irate customers and escalating to a supervisor when needed.

⇒ Manage large amounts of incoming calls, live chats geared towards customers' satisfaction

⇒ Identify and assess customers' needs, then taking preemptive measures to achieving absolute customers' satisfaction within the bank's stipulated policies.

⇒ Build sustainable relationships and trust with customers through open and interactive communications.

⇒ Provide accurate, valid and complete information for both internal and external customers, using the right methods / tools.

⇒ Meet personal / customer service team targets and call handling quotas.

⇒ Maintaining Turn-Around-Time for all transactions under processing.

Polaris Bank Limited [Previously Skye Bank Plc.] – Outsourced Staff with Skye Bank Resources Limited [Payroll Officer, IT Support, E-Channels, and Transaction Officer]   **May, 2010–February, 2022**

Key Responsibilities:

⇒ Assist in implementing the bank's electronic banking strategies aimed towards increasing alternate banking channels usage and fee income.

⇒ Assist in developing innovative electronic services to fit all clients' segments.

⇒ Assist in boosting customer reach through upturning the different Electronic channels penetration and adoption rate.

⇒ Coordinate contracting and payments for vendors services and ATM locations.

⇒ Track the availability of the electronic channels and escalate errors.

⇒ Perform weekly, monthly, quarterly and annual transactions reports to track the electronic channels utilization status.

⇒ Analyze data in respect to payments receivable and expenses of products / services inorder to find areas for growth using Power BI. Training team members to ensure that industry standards are upheld.

⇒ Create reports to track progress of financial position of the organization.

⇒ Implement industry regulations and diligence to mitigate against frauds and errors.

⇒ Create and ensure homogenous control culture and environment, as well As proper maintenance of all assets and registers.

⇒ Generate reconciliation reports, monitor trade settlement and carrying out other financial control assignments been delegated.

⇒ Ensure that open items in GL accounts in the branches are current, valid and promptly resolved.

⇒ Conduct first level investigation of all fraud cases, customer complaints and staff disciplinary issues in the branch.

⇒ Issue sensitization memos on learning points arising from various cases investigation.

Global Health Foundation [Computer Engineer / Instructor]   **August, 2008–October, 2009**

Key Responsibilities:

⇒ Researching current and new technologies and programming solutions for upgrades, specific needs / uses in the company.

⇒ Using the development plans and designs for the team members to build software and hardware to suit clients' needs.

⇒ Troubleshooting database anomalies, problems, inefficiencies and data loss.

⇒ Compiling and presenting monthly progress and operational reports to the management team.

⇒ Handling technical support queries on bug fixes and issues.

⇒ Diagnosing and resolving IT related issues.

⇒ Teaching and providing guides to computer trainees.

⇒ Preparing and collating examinations for computer trainees.

Spell Computer Network [Kogi State Facilitator]   **January, 2008–August, 2008**

Key Responsibilities:

⇒ Coordinating and overseeing all IT training centres in Kogi State.

PROJECTS CONDUCTED:

Details	Sponsor[s]
⇒ **Curriculum Development for Innovative Enterprise Institutes [IEIs] and Vocational Enterprise Institutes [VEIs]**	Federal Ministry of Education and National Board for Technical Education [NBTE], Nigeria
⇒ **State Staff Audit Exercise and Biometric Capturing**	Kogi State Government and Sally Tibbot Consulting, Nigeria
⇒ **Computer Application Training and certification of Police Officers**	The Nigeria Police Force C Division, Lokoja, Kogi State, Nigeria
⇒ **Mass Computer Application Training and Certification**	The Newcity Ministry, Lokoja, Kogi State, Nigeria
⇒ **Development of Curriculum and Comprehensive Training Manual** *[Title: Practical Approach to Computer Application]*	[Personal]
⇒ **Book Development and Publishing on amazon.com** *[Title: After the Pandemic]*	[Personal]
⇒ **Search Engine Optimization [SEO] Content Writing**	kidadl.com
⇒ **Freelance Copywriting** *[Listicle-Style Content]*	topagency.com