

Contact

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(LinkedIn)

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(Personal)

Top Skills

Python (Programming Language)

Analytics

Training Delivery

Languages

Yoruba (Professional Working)

English (Full Professional)

Certifications

Certificate of Gratitude

Python: Data Analysis

Analytics using python - Masterclass

Python Essential Training

Python for Data Science Essential Training Part 1

Honors-Awards

Aspire Awards

Oluwatobiloba Raymond Ariwoola

Knowledge Management Specialist

United Arab Emirates

Summary

I fell in love with programming at a very young age and i have since then enjoy writing codes. Ever since i wrote my first web application in vanilla JavaScript and manipulating it to produce a desired result, i have been addicted and obsessed with the idea of using programming to solve problems.

Programming is a never ending puzzle and i continue to passionately get involved in problem solving exercises. I cannot seem to stop writing codes and learning new programming language. I hope and dream of putting a team together in order to participate and win the Google Hash Code competition.

My love for programming is so much that it spreads and infects everyone around me. A very good example would be the case of my wife who got into front-end development just so she can challenge or break whatever programming record i set.

I personally believe honesty and open-mindedness are the keys to happiness and success in life. Creativity as well as being proactive are my strongest qualities. Personal life plays a vital role in each one's work output, therefore I strive for efficiency in every task I undertake.

My Superpowers:

- Using existing tools and software to create new/modern applications
- Impeccable training need analysis and outstanding training delivery methodology
- A technology enthusiast
- Currently working with: JavaScript, HTML, CSS, C, Python, jQuery, Bootstrap, PHP, AJAX, Visual Basic, Git/GitHub.
- Enthusiastically learning other programming languages and frameworks to increase the versatility of my coding skill

Experience

Emirates NBD

5 years 3 months

Senior Subject Matter Expert

June 2018 - Present (2 years 8 months)

United Arab Emirates

Applying subject expertise in evaluating business operations and processes.

Identifying areas where technical solutions would improve business performance.

Consulting across business operations, providing mentorship, and contributing specialized knowledge.

Recommending technical solutions and determining software development requirements.

Overseeing the development, testing, and implementation of technical solutions.

Determining whether technical solutions meet defined requirements.

Verifying technical reference information, including user guides, training manuals, and system requirements.

Ensuring accurate representation of expertise prior to the distribution of technical solutions to end-users.

Documenting processes and disseminating information to all relevant stakeholders.

Service Request and Complaint Management

January 2017 - July 2018 (1 year 7 months)

United Arab Emirates

- Expedite the resolution of customer requests and complaints to maximize satisfaction
- Logging all relevant incident/service request details, allocating categorization and prioritization codes.
- Assisting bank customers with the activation as well as unblocking of their online banking and bank cards.
- Providing first-line investigation and diagnosis.
- Proactively investigating and resolving Private, Priority and Personal Banking customer inquiries and complaints in a timely and empathetic manner.
- Improve contact center functionality and service capacity by resolving customer complaints efficiently and quickly.

- Identifying chronic customer issues by creating and maintaining customer complaint log.
- Referring unresolved customer grievances to designated departments for further investigation.
- Assist customers with credit line increases/decrease inquiries, disputes and account education.

Customer Service Specialist

November 2015 - January 2017 (1 year 3 months)

United Arab Emirates

- Exhibit sense of urgency as well as exceptional problem solving and active listening skills to meet the needs of customer and achieve customer satisfaction.
- Providing assistance to bank clients and complete a wide range of transactions.
- Aided cardholders with account queries, billing transactions, financial plans and promotions.
- Responding to basic inquiries regarding procedures, policies and bank programs, balance, check verification, deposits, stop payments and lost and stolen services.

Premier Composite Technologies, Dubai

Data Analyst

September 2015 - November 2015 (3 months)

United Arab Emirates

Part Time

- Interpret data, analyze results using statistical techniques and provide ongoing reports
- Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
- Acquire data from primary or secondary data sources and maintain databases/data systems
- Identify, analyze, and interpret trends or patterns in complex data sets
- Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
- Work with management to prioritize business and information needs
- Locate and define new process improvement opportunities

KPAD Gaming And Internet Services

Engineer

October 2014 - September 2015 (1 year)

United Arab Emirates

- Installing and configuring computer hardware operating systems and applications.
- Monitoring and maintaining computer systems and networks.
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Replacing parts as required.
- Providing support, including procedural documentation and relevant reports.
- Following diagrams and written instructions to repair a fault or set up a system.

Education

Lagos City Computer College

Associate's degree, Computer Science · (2010 - 2012)

Queen Diana college

· (2007 - 2010)

IUBH University of Applied Sciences

Bachelor's degree, Computer Science · (2020 - 2023)

CS50

Higher National Diploma, Computer Science · (2020 - 2020)