



YUSUF MUSTAPHA OPEYEMI

SOFTWARE ENGINEER & CUSTOMER RELATIONS OFFICER

PROFILE

I am a Software Engineer and Customer Relations Officer with a passion for solving problems and enhancing user experiences. In my free time, I enjoy technical writing, crafting engaging narratives on various platforms, including my website and Medium. I'm eager to contribute to organizational goals and further develop my skills through collaboration and continuous learning.

WORK EXPERIENCE

- MARCH 2020 - JULY 2021
GRACELAND PRIMARY AND SECONDARY SCHOOL
ENGLISH & LITERATURE TEACHER
 - Participated in on-campus activities to support students outside of classroom.
 - Built life-long learning skills and strong study habits in students to help each prepare for higher-level education.
 - Cultivated collaborative and innovative learning environment to meet each student's unique educational needs.
- NOVEMBER 2023 - PRESENT
ELITE PEN COLLEGE (NYSC)
CUSTOMER RELATIONS OFFICER
 - Consistently enhance customer satisfaction by promptly addressing inquiries and resolving concerns, leading to increased customer loyalty.
 - Streamline communication processes between customers and the support team, reducing response times and improving service quality.
 - Strengthen client relationships through personalized follow-ups, contributing to improved customer retention and positive feedback.
- JANUARY 2024 - PRESENT
MEDIUM
TECHNICAL WRITER
 - Write and publish insight articles on medium, covering a range of topics including technology, software engineering, and personal development.
 - Produce clear, concise, and informative technical articles that demystify complex topics for readers of all levels.
 - Combine technical knowledge with storytelling skills to create engaging content that educates and informs.

CONTACT

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EDUCATION

- UNIVERSITY OF LAGOS
Bachelor of Arts, English Language and Literary Studies
Completed in 2021
- HOLBERTON SCHOOL (ALX)
Diploma, Software Engineering
Completed in 2024

SKILLS

- Web Development
- JavaScript, React.JS, Node.JS
- Python, Flask
- C Programming
- HTML, CSS & Bootstrap
- Active Listening
- Problem Solving
- Project Management
- Communication Skills
- Technical Writing

LANGUAGES

- English (Fluent)
- Yoruba (Fluent)

REFERENCE

Owolabi Kuye

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