Funmilola Ajumah Oresajo

Web Developer || Data Analyst ||

IT Support || Graphic Designer

My Email || (234) 8169039142

My LinkedIn || Lagos, Nigeria

Objectives

Versatile and results-driven technology professional with experience in **web development, IT support, data analysis, and graphic design**. I am skilled at building web applications, managing IT systems, analyzing operational data, and creating user-focused visual designs. Seeking a challenging role where I can leverage my technical expertise, problem-solving skills, and creativity to contribute to **efficient digital solutions, improved workflows, and enhanced user experiences**.

Areas of Expertise

- Frontend Development (Html5) || Css3 || React || JavaScript || Bootstrap)
- Backend Development (C# || .Net || PHP || MongoDB)
- Data Analysis (Excel || SQL || Power Bi)
- Product Design (Adobe Illustrator || Figma || Adobe XD)
- Technical Support (AWS || Cloud Support)

- Microsoft Team
- Customer Support
- Office365 Apps
- Web Apps Deployment
- Figma
- Adobe XD
- OneDrive

- Git || Continuous Deployment
- Power Query
- Power Bi
- C-Sharp
- MVC .Net

Professional Experience

Darway Coast Nigeria Limited, Lagos, NG

Software Developer/IT Support   **February 2022 - Present**

- Developed and maintained internal applications using **C# and .NET** for solar project monitoring and reporting.
- Built and maintained **frontend interfaces** with **HTML, CSS, and JavaScript** using Visual Studio Code.
- Designed, managed, and optimized **SQL databases** for energy production and operational data.
- Automated reporting and workflows to improve operational efficiency.
- Integrated monitoring system and SCADA data into internal applications for performance tracking.
- Diagnosed and resolved software, hardware, and network-related issues.
- Performed debugging, system updates, and application maintenance.
- Provided user support, system configuration, and access management.
- Collaborated with engineering and operations teams to optimize digital workflows.

Data Analysis

- Analyzed daily solar energy production (kWh) to monitor system performance and efficiency.

- Evaluated performance ratios (PR) and identified underperforming panels/inverters.
- Conducted root cause analysis on production losses and downtime.
- Cleaned and validated operational data to ensure reporting accuracy.
- Developed performance reports and dashboards to support operations and management decisions.
- Collaborated with engineering and maintenance teams to improve energy yield and system reliability.

CashDrive, Lagos, Nigeria   **May 2021 – September 2022**

Technical/Customer Support

- Handling inbound and outbound customer inquiries (loan status, payments, interest, penalties)
- Explaining loan terms, repayment schedules, and financing policies clearly
- Managing difficult conversations regarding late payments or disputes
- Complaint resolution and escalation management
- Maintaining high customer satisfaction and retention

Ernst & Young Lagos NG   **September 2019 – August 2020**

Client Service Officer (NYSC)

- Resolved discrepancies and planned alternatives as necessary. Identified and addressed service gaps and recommended solutions.
- Took full ownership of customer issues and ensured total complete customer satisfaction of problem resolutions.
- Oversaw the collection of FIRS taxes and other Ogun State revenues; received and verified payment of bank cheques for accuracy and reference purpose.

Rites Food Limited, Ogun NG   **September 2017 – March 2018**

(Student Industrial Work Experience Scheme)

- Performed in-process quality control audits in manufacturing to assure compliance with manufacturing documentation and good documentation practices.
- Performed daily process quality checks using performance evaluation criteria of the work statement, QC/SOP.
- Documented data obtained during all quality inspection activities, consistent with company policies and procedures.

First City Monument Bank (FCMB), Ogun NG   **January – December 2014**

(Student Industrial Work Experience Scheme)

- Executed a wide variety of client service processes. Proactively created and maintained strong relationships with clients by responding to inquiries and requests in a timely and accommodating manner.
- Processed bank and check deposits daily, including counting cash, cheques, verified them to the cashier PMS remittance report.
- Prepared General Cashier daily receipts sheet by entering the days detailed cash collections and all other terms of payment received for review.

Educational Background

Bachelor of Science   **December 2014 – March 2019**

Food Science and Technology

Federal University of Agriculture Abeokuta, Ogun State, Nigeria

Ordinary National Diploma (OND)   **2011 – 2013**

Food Science and Technology

Federal Polytechnic, Ilaro, Ogun State, Nigeria

Professional Licenses & Certifications

- PwC Nigeria – Full Stack Development Certificate
- Coursera – Certified Entry-Level JavaScript Programmer
- Udacity – Certified Entry-Level Python Programmer
- Univelcity - Frontend Engineering
- Coursera – Product Designer
- Coursera – Data Analysis

Languages

- Yoruba – Native
- English

CORE COMPETENCIES

- Cross-Functional Collaboration (IT, Production, and Customer Teams)
- Requirements Gathering & Stakeholder Communication
- Technical Troubleshooting & Systems Support
- Data Analysis & Reporting
- Process Optimization in Operational Environments
- Customer Experience & Relationship Management
- UI/UX-Focused Web Development
- Visual Communication & Graphic Design
- Problem Solving in High-Pressure Environments
- Business-Aligned Technical Solution Delivery

References

- Available on request