

# OLUWAMODUPE ORIMOLOYE

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## EDUCATION

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<b>NORTHEASTERN UNIVERSITY</b> Master of Professional Studies in Digital Media	Boston, MA Sept 2021
<b>BABCOCK UNIVERSITY</b> Bachelor of Art, International Law and Diplomacy	Ogun, NG Jun 2014

## EXPERIENCE

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<b>NORTHEASTERN UNIVERSITY ITS</b> <b>Digital Experience Assistant</b> <ul style="list-style-type: none"><li>Facilitated stakeholder meetings to define research expectations and deliverables</li><li>Prepared surveys, usability test interviews scripts, user journey maps, personas to aid research recommendations</li><li>Designed 20+ websites on WordPress for the different departments in the university</li></ul>	Boston, MA Nov 2020 - Present
<b>NORTHEASTERN UNIVERSITY ITS</b> <b>Pro Customer Experience Technician</b> <ul style="list-style-type: none"><li>Resolved technical issues for the Northeastern community through phone calls and chats</li><li>Trained 20+ new hires on phone call etiquette, troubleshooting and escalation levels</li></ul>	Boston, MA Jan 2020 - Present
<b>SILVER LININGS TELETHERAPY</b> <b>Experiential Network Project – Business Analyst</b> <ul style="list-style-type: none"><li>Conducted an extensive market research with competitor analysis to aid company's decision to enter their new market.</li><li>Simplified business registration, legal requirements and certifications needed to successfully begin operation in the new arm of the business.</li></ul>	Remote Jul – Aug 2021
<b>BRANCH FINANCIAL SERVICES</b> <b>Customer Service Associate</b> <ul style="list-style-type: none"><li>Improved the team's weekly response time by outperforming with a significant margin, the daily target of messages responded to by each associate.</li><li>Spearheaded the email and social media CS team which involved creating processes and guidelines for the new team</li><li>Supported technical team in development process of the alternative lending platform across products and asset classes and communicated progress to executive team on a weekly basis</li><li>Anchored weekly stand-up meetings and presentations with all the managers from Lagos, Nairobi and America</li></ul>	Lagos, NG Sept 2018 – Aug 2019
<b>STANBIC IBTC PENSION MANAGERS</b> <b>Client Service Officer</b> <ul style="list-style-type: none"><li>Led a 3-man team of bank staff to assist in carrying out pension activities in the bank branches</li><li>Reduced the number of returned benefit application from PENCOR (the governing body) by 20% which led to faster turnaround time in services delivered</li><li>Resolved of issues missing remittances with client's accounts and received 100% ratings from my clients resulting to an internal recognition as a top performer</li></ul>	Lagos, NG Feb 2017 – Aug 2018

## ADDITIONAL INFORMATION

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**Skills:** Adobe InDesign, Figma, Microsoft Excel, PowerPoint, Outlook, ServiceNow and 3CLogic

**Hobbies:** Travelling, Volunteering, Reading