

OLUWAPELUMI BLESSING O.

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Portfolio Website URL: <https://blessingoluwapelumi.github.io/my-portfolio/>

SUMMARY

Entry-level experience in Enterprise Resource Planning (ERP) with a focus on **Microsoft Dynamics 365 NAVISION/BUSINESS CENTRAL**. Proven ability to gather and analyze business requirements, support technical team to implement solutions, and provide training and support to users. Skills in Microsoft Dynamics 365 Business Central and SQL Server.

Passionate about customizing Microsoft solutions to suit business processes, using data to drive informed decision-making. Proven ability to use programming languages including HTML, CSS, JAVASCRIPT, PYTHON, and SQL to develop web applications that automate business processes with the ability to follow software development phases starting from requirement gathering down to prototyping. Proficient in UI/UX Design using editing tools including Figma, Adobe XD, Photoshop, and Corel Draw.

Committed to providing excellent customer service and building strong relationships with clients. Proven ability to work effectively in a team environment and manage multiple projects simultaneously.

TECHNICAL SKILLS

- **Enterprise Solutions:** Microsoft Dynamics 365 Business Central, Office 365 (Microsoft Excel, Microsoft Office Word, PowerPoint, One Drive, Outlook, Microsoft Teams, etc.)
- **Programming Languages:** Python, SQL, HTML5/CSS3/JavaScript.
- **Editing and Processing Software:** Adobe Photoshop, Adobe InDesign, Adobe Illustrator, Figma, Adobe XD, Corel Draw, Sketch.

PROFESSIONAL EXPERIENCE

ZENITHSOFT-NG – Microsoft Dynamics NAV/Business Central Application Support *Sept 2023 – Jan 2024*

- Rigorous training on Microsoft products, including Dynamics 365 Finance and Supply Chain Management, Dynamics Business Central, Dynamics NAV, and Power BI.
- Trained in setting up a new company, assigning user roles, and migrating data to M365 BC
- Gathered requirements from stakeholders through interviews, surveys, and workshops.
- Documented business processes.
- Designed and mapped business processes to Microsoft Dynamics functionality.
- Configured and customized Microsoft Dynamics applications.
- Developed and tested Microsoft Dynamics solutions
- Created training materials.
- Delivered training to users.
- Provided support to users.

ACCELERATE AND GLOBALSHALA - Data Analyst Intern (Remote)*June 2023 – July 2023*

- Collaborated with team members to clean and analyze data from the Marketing team at Globalshala.
- Visualized the insights using tools like Python and Microsoft Excel.
- Created presentation using PowerPoint to the finance team which contains the reports and visualizations of the insights obtained from the datasets which suggested cost-saving recommendations.

AIICO INSURANCE PLC – IT Support Graduate Trainee*April 2022 – Feb 2023*

- Supported over 50 employees in allocated branches via email remotely, or in person to help set up systems or resolve issues.
- Installed drivers and configured Printers and Scanners, performed diagnostics and troubleshooting of EPSON Receipt Printers.
- Backed up data on physical storage devices
- Installed and configured computer hardware, operating systems, and applications.
- Followed diagrams and written instructions to repair a fault or set up a system.
- Testing and evaluating new technology.

UBA GROUP – Transaction Processor/Customer Service*Feb 2021 – April 2022*

- Efficiently processed financial transactions including deposits, withdrawals, and fixed deposit transactions, and ensured adequate daily balancing of accounts.
- Delivered exceptional customer service, and promoted bank products to drive revenue resulting in a track record of satisfied customers, zero cash discrepancies, and recognition for outstanding service.

PELGIT TECH HUB**Freelance Creative Designer (Web design, UI/UX, and Graphic Design)***2018 – Present*

- Spearheaded visual identity projects including brand positioning, promotions, and social media designs for brands and fast-growing start-up companies.
- Designed creative advertising content for various media, including catalogs, business cards, flyers, posters, t-shirts, and product packaging while ensuring maximum brand awareness of the target audience/ market.
- Conceptualized logo design, gif animations, and print media to promote brands and products.
- Formulated creative design process from concept to completion such as digital advertising, business proposals, logos, and promotional/marketing content by the brand's visual identity guidelines.
- Collaborated with the brand's sales and marketing team to brainstorm on projects and introduce ideas that creatively communicate to target audiences.

SPECTRUM INNO TECH Ltd., Ikeja Lagos – Transaction officer*Jan 2016 – June 2017*

- Processed a high volume of financial transactions while ensuring adherence to established policies and procedures.
- Demonstrated expertise and provided exceptional customer service, resolved inquiries, and maintained accurate records.
- Committed to upholding compliance standards and contributed to the smooth operation of financial systems.

EDUCATION

- **National Youth Service Corps (NYSC)** Nov 2019 - Oct 2020
- **Higher National Diploma, Computer Science**
Moshood Abiola Polytechnic, Abeokuta, Ogun State. Jan 2017 - Aug 2019
- **Ordinary National Diploma, Computer Science**
Moshood Abiola Polytechnic, Abeokuta, Ogun State. Jan 2013 - Dec 2015

CERTIFICATIONS AND TRAINING

- **Microsoft Dynamics 365 Business Central Functional Associate Consultant** In View
- **Meta Database Engineering Professional Certificate - Coursera** In View
- **Microsoft Certified: Dynamics 365 Fundamentals (ERP)** 2024
- **Financial Accounting** 2024
- **Google Data Analytics Certificate – Coursera** 2023
- **Google UX Design – Google/Coursera** 2022
- **JavaScript Programming Foundations - Udacity** 2022
- **Web Development Foundations – Udacity** 2022
- **HTML, CSS, and JavaScript for Web Developers: Coursera** 2022
- **Responsive Website Basics: Code with HTML, CSS, and JavaScript: Coursera** 2022
- **Getting started with AWS - SkillUp by Simplilearn** 2022
- **Soft Skills – Jobberman** 2021
- **Fundamentals of digital marketing – Google** 2021
- **Customer Relationship Management - Dexter & Heros Consulting Ltd** 2020

TECHNICAL SKILLS

- ✓ Microsoft Dynamics 365 NAV/BC
- ✓ Basic Financial Accounting Skills
- ✓ Microsoft Office Suite
- ✓ SQL Server
- ✓ HTML, CSS, JavaScript
- ✓ Adobe Photoshop, Corel Draw, & Figma
- ✓ Teamwork
- ✓ Problem Solving
- ✓ Attention to Detail
- ✓ Communication
- ✓ Research
- ✓ Critical Thinking