

KAZEEM OLASUNKANMI SODIQ

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OBJECTIVE

RESOURCEFUL CUSTOMER SUPPORT SPECIALIST WITH A TRACK RECORD OF RESOLVING COMPLEX CLIENT ISSUES AND ENHANCING CUSTOMER SATISFACTION. I RECENTLY COMPLETED CYBERSECURITY CERTIFICATION. A WELL TRAINED CYBERSECURITY PROFESSIONAL SKILLED IN THREAT ANALYSIS, NETWORK SECURITY FUNDAMENTALS, VULNERABILITY ASSESSMENT, AND SECURE SYSTEM PRACTICES. I AIM TO LEVERAGE MY PROBLEM-SOLVING SKILLS, SECURITY MINDSET, AND CUSTOMER-FOCUSED APPROACH TO SUPPORT ORGANIZATIONS IN BOTH CUSTOMER SERVICE EXCELLENCE AND SECURE DIGITAL OPERATIONS. SEEKING A ROLE WHERE I CAN CONTRIBUTE TO FRONTLINE SUPPORT TODAY WHILE GROWING INTO A CYBERSECURITY ANALYST/ETHICAL HACKER ROLES.

EDUCATION

B.SC. ARCHITECTURAL SCIENCE/DESIGNS & BUILDING TECHNOLOGY

LADOKE AKINTOLA UNIVERSITY OF TECHNOLOGY SOFTWARE ENGINEERING INSTITUTE (LAUTECH) |

2014 – 2018 |

CERTIFICATION

- CERTIFIED CYBERSECURITY ANALYST (CSEAN) – CYBER SECURITY EXPERTS ASSOCIATION OF NIGERIA (CSEAN) January 2026 (Certification No: 350214/2026, Valid until January 2029)
 - CERTIFIED IN CYBERSECURITY – TECHCRUSH ACADEMY, 2026
 - CYBERSECURITY & ETHICAL HACKING TRAINING – BLOOMY TECHNOLOGY ACADEMY, 2026
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TECHNICAL SKILLS

- THREAT ANALYSIS & RISK MITIGATION
- NETWORK SECURITY FUNDAMENTALS (TCP/IP, DNS, FIREWALLS, VPNs)
- OWASP TOP 10 & WEB APPLICATION RISKS □ LOG ANALYSIS & INCIDENT RESPONSE BASICS
- TOOLS (NMAP, WIRESHARK, LINUX, BURPS SUITE)
- VULNERABILITY SCANNING & RECONNAISSANCE
- PYTHON SCRIPTING & SECURITY AUTOMATION
- OSINT & PHISHING ANALYSIS

WORK EXPERIENCE

➤ **VIRTUAL ASSISTANT/ CUSTOMER SERVICE REPRESENTATIVE(REMOTE) THRUSEM**

AUTOS AND SOLAR ENERGY, ALABA MARKET, LAGOS.

| FEBRUARY 2025 – DEC 2025 |

- INTRODUCED NEW CUSTOMERS TO COMPANY SERVICES, GUIDED ONBOARDING PROCESSES, AND SUPPORTED MARKETING COMMUNICATION TO DRIVE PRODUCT AND SERVICE ADOPTION.
- MANAGED CUSTOMER RELATIONSHIP, RESPONDED TO INQUIRIES, AND NURTURED LEADS THROUGH CONSISTENT FOLLOW-UP AND SERVICE EDUCATION.
- ASSISTED MARKETING EFFORTS BY COMMUNICATING VALUE PROPOSITIONS, PROMOTING OFFERINGS, AND SUPPORTING CUSTOMER RETENTION INITIATIVES.

➤ **CUSTOMER SERVICE SPECIALIST (REMOTE)**

OHAYO E-COMMERCE LIMITED, ISAAC JOHN GRA, IKEJA. LAGOS

| DECEMBER 2024 - NOVEMBER 2025 |

- RESOLVED CUSTOMER ISSUES WHILE IDENTIFYING SUSPICIOUS ACCOUNT BEHAVIOR AND POTENTIAL FRAUD INDICATOR.
- MAINTAINED SECURE HANDLING OF CUSTOMER DATA IN COMPLIANCE WITH DIGITAL SAFETY PRACTICES.
- DOCUMENTED INCIDENTS AND ESCALATED TECHNICAL OR SECURITY-RELATED CONCERNS APPROPRIATELY.
- PROCESS, ORGANIZED CUSTOMERS FROM DIFFERENT COUNTRY/REGION, PROVIDING A WELL DETAILS SOLUTIONS FOR THEM, CREATING A PLATFORM FOR THEM WITH WELL-PREPARED SETUPS ON HOW TO SOLVE EACH PROBLEMS FACED IN-APPS AND ON WEBSITES.

➤ **RECOVERY OFFICER**

RACEOVA NIGERIA LIMITED FINTECH, OMOLE PHASE 2, BERGER. LAGOS

| FEBRUARY 2022 – MARCH 2024 |

- MONITORED REPAYMENT PATTERNS AND FLAGGED HIGH-RISK OR SUSPICIOUS FINANCIAL ACTIVITIES.
- INVESTIGATED IRREGULAR TRANSACTIONS AND SUPPORTED FRAUD-RISK MITIGATION PROCESSES.
- APPLIED ANALYTICAL THINKING AND DOCUMENTATION PRACTICES RELEVANT TO COMPLIANCE AND SECURITY MONITORING.

➤ **OPERATIONS MANAGER**

ESKOLAG GLOBAL SERVICES LIMITED, COUNCIL B/STOP, IKOTUN. LAGOS

| AUG 2021 – JAN 2022 |

- SUPERVISED OPERATIONAL WORKFLOW, ENSURING DATA HANDLING ACCURACY AND PROCESS COMPLIANCE.
- OPERATIONAL RISKS THROUGH STRUCTURED REPORTING AND MONITORING PRACTICES.
- CREATED WAYS TO REACHING OUT TO CUSTOMERS, AND STILL MEETING UP WITH THE OPERATION CRITERIA NEEDED ON A DAILY BASIS.

➤ **CUSTOMER SUPPORT & MARKETING REPRESENTATIVE**

ESSON SOFTWARE SOLUTIONS & LOGISTICS LTD., IKEJA, LAGOS

| JAN 2020 – APRIL 2020 |

- PROVIDED FRONT-LINE SUPPORT WHILE MAINTAINING SECURE COMMUNICATION AND DATA PROTECTION PRACTICES.
- SOURCED OUT FREELANCERS FOR PICKUPS AND DELIVERIES TO OTHER STATES AND OUTSIDE THE COUNTRY.

➤ **ADMINISTRATIVE ASSISTANT/ASSISTANT MANAGER/CONTENT CREATOR/SALES EXECUTIVE**

TRUEENVOGUE ENTERPRISES (TRUTH AND GREYS BLOG) OWO, ONDO.

| JAN 2018 – JAN 2020 |

- **MANAGED DIGITAL PLATFORMS AND ONLINE CONTENT WITH AWARENESS OF SECURE ONLINE PRACTICES AND ACCOUNT PROTECTION.**
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PROFILE (CORE STRENGTH)

- **MANAGED BUSINESS PHYSICAL STORES AND ONLINE STORE**
 - **KEPT TABS ON THE DAILY ACTIVITIES, ROUTINES AND SCHEDULES.**
 - **KEPT EACH INVENTORIES, BOTH PERSONAL AND BUSINESSES DIGITALLY AND ACCESSIBLE.**
 - **HIGHLY SKILLED IN BUILDING STRONG INTERPERSONAL RELATIONSHIP**
 - **TEAM COLLABORATION**
 - **STRONG CRITICAL THINKING**
 - **CUSTOMER COMMUNICATION**
 - **RISK AWARENESS & SECURITY MINDSET**
 - **ANALYTIC PROBLEM SOLVING**
 - **AN INDEPENDENT PERSONALITY WITH MINIMAL WORK SUPERVISION**
 - **INCIDENT DOCUMENTATION**
 - **A TEAM PLAYER.**
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REFERENCE

AVAILABLE ON REQUEST.