

# Natasha Olutayo

Solutions Architect

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## Profile Summary

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As a Solutions Architect and experienced Technical Consultant, I have the experience of working with top level technical and product stakeholders on enterprise level accounts and owning the ongoing technical relationship throughout the customer lifecycle from pre-sales to post-sales.

I have served as a trusted technical advisor responsible for defining the technology strategy and product adoption for customer while helping them to achieve strong usage of products.

I have also held the responsibility of working on technical requirements and use cases from customers to drive adoption and ultimately contribute to retention and expansion of customers and reduce churn risks.

I also have a passion for all things web technology related and dabble in website development. I also founded and own The Technical Millennial, a platform sharing stories of women in tech with the aim of inspiring more women to join the technology industry.

## Skills

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<b>Programming Languages</b>	XML, JavaScript, TypeScript, Java, C++, Python, PHP
<b>Resources and Tools</b>	BIRT Reporting Tool, Jasper Reports, Crystal Reports, Looker, LookML, MATLAB, Git, Camel, Active Batch, Talend
<b>Scripting</b>	Linux/Unix, Bash, PowerShell
<b>Frontend</b>	HTML5/XHTML, ReactJS, CSS3, Less, AngularJS, Django, JavaScript
<b>Backend</b>	SQL (MS-SQL, MySQL, Oracle, Sybase), MongoDB, API, NodeJS, Snowflake Data Sharing
<b>Soft Skills</b>	Written and Oral Communication Skills, Presentation Skills, Collaboration, Research
<b>Consulting Skills</b>	Project Management, Software Implementation, Requirements Analysis, Client Training, Business Analysis, Software and Tools Documentation
<b>Tools</b>	Google Tag Manager, Google Analytics, SEO, Tealium, Braze, Postman, Canva, Wix, Productboard
<b>Other</b>	English (Native), Yoruba (Native)

## Education and Qualifications

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<b>Sep 2017</b>	<b>Queen Mary University of London</b> <b>Distinction</b> awarded in Computer Science MSc <i>Course Representative for Computer Science MSc</i>
<b>Sep 2014</b>	<b>Queen Mary University of London</b> Upper Second Class (2:1) Computer Science BSc with Honours
<b>Sep 2011</b>	<b>Newham Sixth Form College, London</b> BTEC Extended Diploma in IT (D*D*D*) <b>UCAS points of up to 510</b>

## Work Experience

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**Mar 2022 – Present**

**Productboard, *Solutions Architect***

- Create and communicate a detailed onboarding and enablement plan with clear success milestones to drive toward attainment of first value for the customer
- Execute the onboarding, including project planning and training to ensure customers are successfully utilizing Productboard, ensuring they're ready for their next stage with a customer success manager
- Be the trusted partner for customers on use-case and product functionality
- Advocate for the customer; Provide updates to internal cross-functional partners (Product Management, Product Development, Sales) on customer perspectives, risks, strategic insights, issue resolution activities, executive briefings, and requests

**June 2021 – Jan 2022**

**Braze, *Technical Account Manager***

- Responsible for client success, partnering with the Customer Success Team, to own the technical relationship for assigned accounts and help drive technical adoption, accelerated technical value, and continued technical maturity of the Braze platform for these customers.
- Help customers successfully instrument Braze across their stack
- Facilitate and support product functionality inquiries, recommend solutions, and technical aspects of customer ongoing lifecycle to contribute to renewals and upsell opportunities

**Feb 2020 – May 2021**

**DEMICA LIMITED, *Automation Engineer & Technical Implementation Consultant***

- Developing automation for a variety of manual tasks with a wide range of complexity, with a focus on data ETL
- Using T-SQL and relational databases to find, manipulate, and handle data in an automated fashion
- Implementing automation changes into production environments
- Acting as a Subject Matter Expert for service automation across the organisation
- Participating in the Site Reliability process, including attending regular Site Reliability Review meetings to provide input on mitigations, monitoring, and self-healing
- Supporting the continuous improvement of existing process automation solutions

**Sept 2018 – Jan 2020**

**Gresham Technologies, *Professional Services Consultant***

**Aug 2016 – Dec 2017**

**OTIS Elevator Co.**

- **Quality and ACE Administrator**
- **Document Control Consultant**

## Leadership Experience

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| <b>June 2021 – Jan 2022</b> | <b>ELLE, Design Executive</b> <ul style="list-style-type: none"><li>• Part of the ELLE leadership team, utilising my design skills to create assets for the team.</li></ul>   |
| <b>Jan 2020 – Present</b>   | <b>RCCG The Sanctuary, Technology Department Lead</b> <ul style="list-style-type: none"><li>• Leading the IT team of RCCG The Sanctuary with technology advancement</li></ul> |

## Projects

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| <b>May 2020 – Present</b>    | <b>The Technical Millennial</b> <ul style="list-style-type: none"><li>• Founder, Content Creator, Writer.</li></ul>   |
| <b>Sep 2018 – Present</b>    | <b>Website Developer and Content Creation</b> <ul style="list-style-type: none"><li>• Developed and maintain various websites. Links to the websites can be found on my website</li></ul>   |
| <b>Feb 2018 – Sep 2018</b>   | <b>Masters' Dissertation</b> <ul style="list-style-type: none"><li>• <b>Title:</b> Forensic IT: Using Ranking Algorithms to predict potential suspects in a crime.</li><li>• <b>Tools:</b> MATLAB, SQL</li><li>• In-depth Data and Theory Analysis into the various tools and algorithms that are currently used in the judiciary sectors to determine / predict the likelihood of potential suspects and convicts committing or re-committing a crime based on socio-economic factors, age, race, gender, location, etc.</li></ul>   |
| <b>Sep 2016 – April 2017</b> | <b>Final Year Project (Individual)</b> <ul style="list-style-type: none"><li>• <b>Title:</b> Buddy Scheme Web Application (Academic social network).</li><li>• <b>Language:</b> JavaScript, HTML5, CSS3, Web Frameworks, MongoDB, JSON, XML</li><li>• The project was designed to create a platform which would enable students to add each other and view each other's profiles and academic progressions. This took place through the process of data retrieving, implementation of a database system and website that works with the database to display the gathered information.</li></ul> |
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