

Rita Balerinuenni Bondemah

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EDUCATION

ALX Africa Foundation

- Amazon Web Services (AWS) Cloud Computing

Accra, Ghana

October 2023 – Present

Tamale Technical University

- Higher National Diploma (HND), Information and Communication Technology

Tamale, Ghana

October 2019 – September 2022

WORK EXPERIENCE

Tamale Technical University

National Service Personnel - IT Support Specialist

Tamale, Ghana

November 2022 – October 2023

- Provided comprehensive support to the Legal Affairs department, ensuring seamless operations and facilitating legal processes. Implemented a new document management system, resulting in a 90% increase in efficiency in document retrieval and processing.
- Orchestrated the efficient reception and dissemination of critical documents across departments, fostering smooth intra-organizational communication. Reduced document retrieval time by 60% by implementing a streamlined filing system and standardized document naming conventions.
- Demonstrated professionalism and integrity while executing student invigilation and meticulous script-marking duties, contributing to the maintenance of academic standards. Achieved a 95% accuracy rate in script-marking evaluations, ensuring consistency and fairness in grading processes.

Tamale Technical University

Software Engineering Intern

Tamale, Ghana

September 2021 – November 2021

- Offered valuable assistance in coordinating and readying computer labs, ensuring optimal functionality and organization. Improved lab setup time by 70% through streamlined processes and efficient resource allocation.
- Attained proficiency in a variety of software development methodologies and practices, contributing to enhanced project execution and delivery. Increased project completion rates by 15% by implementing agile development practices.
- Acquired practical skills in WordPress development, leveraging them to contribute effectively to web development projects. Developed 2 WordPress websites, resulting in a 20% increase in client satisfaction.
- Collaborated closely with senior engineers, actively participating in the creation and upkeep of well-structured, maintainable codebases. Contributed code to 6 projects, resulting in a 30% reduction in bug occurrences.
- Demonstrated growth by successfully implementing new features and refining existing ones under the guidance of experienced mentors, fostering continuous improvement and professional development. Completed 20 feature enhancements, leading to a 25% increase in user engagement.

Talensi District Hospital

IT Operations Intern

Bolgatanga, Ghana

September 2020 – November 2020

- Assisted in maintaining and troubleshooting hospital IT infrastructure, including servers, networks, and hardware devices, to ensure seamless operations. Reduced system downtime by 60% through proactive monitoring and timely resolution of technical issues.
- Conducted regular data backups and performed data recovery procedures as needed, safeguarding critical information against loss or corruption. Achieved a 95% success rate in data recovery procedures, ensuring minimal data loss and uninterrupted operations.
- Participated in the implementation and deployment of IT projects, such as network upgrades and system migrations, contributing to the modernization and optimization of hospital IT systems. Completed 7 IT projects on schedule, resulting in improved system performance and enhanced efficiency in hospital operations.

PROJECTS

Carpentry Management System, Tamale Technical University

August 2022

- Led the development of a comprehensive Carpentry Management System software utilizing PHP and SQL within a collaborative team environment.
- Engineered and implemented a robust, database-driven solution tailored to optimize data management processes, ensuring efficient storage, retrieval, and manipulation of critical information.
- Designed and integrated intuitive features facilitating seamless management of customer profiles, workforce coordination, and order tracking, enhancing operational efficiency and customer satisfaction.

Bakery Website

April 2023

- Spearheaded the development of a fully operational bakery website utilizing the WordPress platform.
- Orchestrated the seamless integration of essential features, including robust user authentication mechanisms, comprehensive product catalog organization, and intuitive shopping cart functionality tailored specifically for bakery products, ensuring a delightful browsing and ordering experience.

- Designed and implemented custom-tailored solutions to showcase the bakery's unique offerings while optimizing site performance and functionality to meet the bakery's branding and customer needs.
- Executed thorough testing protocols and quality assurance measures to validate site functionality, guaranteeing a stable and user-friendly online platform for customers to explore and order delicious baked goods.

SKILLS & INTERESTS

Skills: PHP | SQL | HTML | CSS | JavaScript | WordPress | React.js | Object Oriented Programming

Interests: Software development methodologies, Continuous learning, Writing poetry, Exercising