Bright Baiden

Front-End Developer | UI & UX Designer | Customer Support

✉ baidenb007@gmail.com   📞 +233592240265

📍 Accra, Ghana   ↖ My Portfolio

in My Linkedln Page   ○ My Github Page

Professional Experience

2022 – present Remote	**Frontend Developer	UI & UX Designer** *Jupeta Technologies* • Collaborated to drive a 15% increase in user engagement through innovative design concepts. • Ensured regulatory compliance, reducing UI-related support requests by 20%. • Launched intuitive interface designs, boosting overall user satisfaction by 20%. • Spearheaded streamlined UX processes, achieving a 30% improvement in design-to-deployment timelines. • Analyzed and enhanced product reliability, reducing post-launch issues by 30%.
2022/11 – 2023/11 Accra, Ghana	**Customer-Centric IT Analyst	Technical Support Specialist** *Ghana Export Promotion Authority (GEPA)* • Resolved hardware/software issues with a 20% efficiency gain. • Decreased resolution times by 25% using advanced remote support tools. • Led strategic software updates, boosting system performance by 15%. • Maintained 95% email system uptime, expertly managing intricate issues. • Achieved 20% higher customer satisfaction through exceptional service.
2021 – 2022 Accra, Ghana	**Network Operations Intern** *University Of Ghana* • Revitalized network automation, reducing manual intervention by 25%. • Spearheaded on-call support and proactive maintenance, ensuring 20% less downtime. • Improved overall network stability by 15% through hardware and software management. • Decreased network-related issues by 30% through daily LAN and WAN administration.

Education

2018 – 2022 Accra, Ghana	**Bachelor's Degree / Information Technology** *University of Ghana*

Technical Skills / Stack

Web Development
JavaScript / HTML / CSS

UI/UX Design
Figma

Internet of Things
Data Analytics / Embedded Systems Programming

Network Security
Wireshark / Microsoft Azure

Soft Skills

Collaborative Teamwork	Customer-Focused Service
Adaptability	Problem-Solving Proficiency
Effective Communication	Attention to Detail