Bright Baiden

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Summary

I am an experienced troubleshooter with a customer-focused approach, specializing in resolving computer hardware and software issues. Proficient in various operating systems, networking protocols, and technical support procedures. Additionally, I possess a strong background in web development, collaborating with teams to create impactful and user-friendly interfaces. My expertise in UI/UX design ensures that I deliver engaging websites that meet user preferences and design standards. As a dedicated UI Developer, I have facilitated human interactions with both simple and complex systems, always striving to create inviting and intuitive interfaces..

Experience

Frontend Developer/ UI & UX Designer

Jupeta Technologies

Jun 2022 - Present (1 year 2 months)

Collaborated with stakeholders during development processes to confirm creative proposals and design best practices.

Use regulatory and compliance standards for user interface designs.

Communicated with product managers to translate project requirements and business objectives into polished user interfaces.

Coded using HTML, CSS and JavaScript including frameworks such as React to develop features for both mobile and desktop platforms.

Teamed on user-centric design strategy in translation of UX and business requirements into coded solutions.

Performed user experience quality assurance testing to identify and remedy shortcomings.

IT support

Ghana Export Promotion Authority

Nov 2022 - Present (9 months)

Managed high levels of call flow and responded to technical support needs.

Removed malware, ransomware, and other threats from laptops and desktop systems.

Assisted customers in identifying issues and explained solutions to restore service and functionality.

Explained security measures in simple terminology to help users understand malware and phishing threats.

Installed and configured operating systems and applications.

Junior Network Administrator
University of Ghana
Oct 2021 - Mar 2022 (6 months)

Developed and refined build process and configurations, and contributed to network automation.

Provided on-call support for network engineering duties.

Maintained network hardware and software and monitored network to support network availability to end users.

Performed day-to-day LAN and WAN administration, maintenance, and support.

Education

University of Ghana
Bachelor's degree, Information Technology

St. Augustine College
High school diploma

Skills

Microsoft Office • Figma (Software) • HTML5 • Cascading Style Sheets (CSS) • JavaScript • Bootstrap • GitHub • Internet of Things (IoT) • Technical Support • Network Security