

# Anthony Awuni

WORK REMOTELY | ENTRY LEVEL FRONT END DEVELOPER - FOCUSING ON REACT |  
PRODUCT SUPPORT | PM AGILE METHODOLOGIES(SCRUM) | ESPORTS | RADIO | CONTENT  
PRODUCTION

## Profile

Highly skilled Product Support and Customer Service Executive, Junior Front End Web Developer, and an I.T specialist. If I had a superpower, it will be the power to influence my environment. Where a superhero might be capable of controlling the elements, I would be skilled at persuasion. I can calm an irate customer. I also am capable of being flexible and adaptable? Even if I don't have shape-shifting abilities, I still am able to tackle new tasks and responsibilities in a way that will help me thrive in a fast-changing environment. I'll be called Agility Man.

## Employment History

### Product Support Engineer, mPharma, Accra

JANUARY 2022

- Working with Engineering, Product, Supply Chain, and other internal teams to troubleshoot and solve technical user problems.
- Manage the global product support.
- Troubleshoot user issues reported via Bloom help or other channels from across the market.
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Train users and set up new facilities on Bloom.
- Drive the creation of our support documentation and processes to improve users' experiences and help scale our operations.
- Provide on-site service to facilities within the country for training, support, or on-site troubleshooting as needed.
- Continuously improve the global processes and ensure consistency in support across countries.

### Remote IT Support , 5CA , Remote

AUGUST 2020 — JULY 2021

(Short Term Contract) Remote Customer Service Executive - Email Support Ticket and LiveChat for SecretLab Gaming Chairs.

### Remote Digital Marketing Specialist, Wishpond Technologies , Vancouver BC

JUNE 2019 — JUNE 2020

Remote (WFH in Ghana) Online Campaign Design and Implementation, Leads Generation, Email Automation, ROI, Facebook and Google Ads, Website Tracking and Analytic, Proposal Writing. Sales

Successfully handled 10 - 15 clients at a time.

### Sales and Business Development, Menta Music, Ghana

2012 — 2022

Promoting the Services offered by Menta Music to Content owners, by approaching content owners directly or through their agents and/or through other channels and make efforts to have such content owners sign agreements with Menta Music

### Communications Analyst for TOBi Chatbot, Vodafone Ghana, Accra

## Details

Accra  
Ghana  
+233246997505 |  
+233202090340  
[awenjab2011@gmail.com](mailto:awenjab2011@gmail.com)

NATIONALITY

Ghanaian

## Links

[GitHub Repos](#)

[LinkedIn](#)

## Skills

Agile Project Management  
Agile and Scrum  
HTML  
CSS  
React  
Asana  
Planhat  
IBM Watson  
Hubspot CRM  
MS Office and Suite  
Proposal Writing  
Radio and Tv Production  
Digital Marketing | Leads  
Generation |Email Automation  
Public Speaking Skills  
JavaScript  
JIRA  
Freshdesk

## Languages

English

## Hobbies

E-Sports  
Swimming

JANUARY 2019 – AUGUST 2019

Data input, Machine learning, and training for Vodafone Ghana's online digital assistant (TOBi Chatbot) using IBM Watson. Agile methodologies using the Scrum framework for product releases and improvement in TOBi Chat Bot.

### **Customer Experience Executive , Vodafone Ghana, Accra**

MARCH 2018 – JANUARY 2019

Successfully served customers by determining requirements; answering inquiries, resolving problems, fulfilling requests, maintaining a database, determining eligibility to create an outstanding customer experience while ensuring the attainment of high-Quality standards

within the Contact Center.

### **Producer for Drive Time Radio, Atlantis 87.9FM, Accra**

MARCH 2014 – AUGUST 2016

Successfully Produced the Atlantis Evening Drive every weekday between 2:00 PM AND 5:00 PM GMT on Atlantis 87.9 FM.

### **On Air Personality and Producer, Vision 90.9 fm, Koforidua, Eastern Region - Ghana**

JUNE 2013 – MARCH 2014

The host of the daily lunchtime rhythms Host of the weekly student talk show - Campus Edition. The host of the weekly hip-hop entertainment show - Trace57 Producer of the Vision

Drive and My Zongo shows respectively Assistant Events Coordinator. Reading of LPMs Voice

overs for Jingle creation

## **Education**

### **IPMC IT Training Institute , Software Engineering, Accra**

JANUARY 2019

C | C++ | HTML 5 & CSS | Systems Analysis and Design | MS SQL Server

Programming with C# | ASP.NET | PHP | VB.Net

### **Integrated Community Development, University For Development Studies , Upper West Region - Ghana**

2009 – 2012

### **Diploma In Integrated Community Development, University For Development Studies , Upper West Regio - Ghana**

2007 – 2009