

EBANA NZANG MARIA AMPARO NDOHO

Accra, Ghana

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PROFESSIONAL SUMMARY

Detail-oriented and proactive Computer Science graduate with hands-on experience in IT support, administration, and communication. Proven ability to manage digital tools, coordinate schedules, and handle documentation. Passionate about supporting efficient operations and delivering excellent virtual assistance in a dynamic remote environment.

EXPERIENCE

IT ASSISTANT INTERN

Valley View University – Accra, Ghana | Jun 2023 – Present

- Managed software installations and provided tech support for Microsoft Office Suite.
- Resolved help desk requests, ensuring timely communication with internal staff.
- Organized and updated digital files and user documentation.
- Provided administrative and technical support remotely and on-site.

VIRTUAL ASSISTANT (FREELANCE)

- Assisted small business operations with scheduling, email management, and file organization.
- Created and formatted documents using Google Workspace and MS Office tools.
- Conducted research tasks and provided timely communication with clients.

SECRETARY

Ladies in Tech, Valley View University | Sep 2024 – May 2025

- Scheduled meetings, prepared agendas, and managed digital records.
- Acted as liaison between members and coordinated communications.

RADIO HOST – SPANISH PROGRAM

Valley View University Radio | Jan 2024 – Dec 2025

- Coordinated weekly schedules, organized scripts, and communicated effectively with listeners.

GRAPHIC DESIGNER | VALLEY VIEW UNIVERSITY (INTERNATIONAL STUDENTS ASSOCIATION)

Jan 2022 – Dec 2022

- Final Year Capstone Project – Led the development of a mobile application to address communication and service delivery issues within Valley View University. The app offers features for reporting issues, real-time notifications, and student-administration interaction to enhance quality assurance and student engagement.
- Interactive Student Portal – Developed an interactive design concept for a university student portal with improved navigation, announcement sections, and real-time support chat integration.
- UI/UX Design Portfolio – Designed several mobile and web interface prototypes using Figma and Adobe XD for event booking, e-commerce, and educational platforms, focusing on usability, responsiveness, and accessibility.

SKILLS

- Administrative Support and Coordination
- Microsoft Office Suite and Google Workspace
- Email Management and Digital Filing
- Time Management and Task Prioritization
- Written and Verbal Communication
- Online Research and Reporting
- Self-Motivated.
- Calm under pressure
- Decision-making
- Analytical and critical thinking
- IT Troubleshooting and Support

EDUCATION

Bachelor of Science in Computer Science

Valley View University – Accra, Ghana

CERTIFICATIONS

- Information Technology Infrastructure Library (ITIL)
- Virtual Assistant Certification
- Responsive Web Design
- Data Science and Analytics
- Introduction to Cybersecurity Awareness
- Project Writing Seminar
- Effective Leadership

LANGUAGES

- Spanish (Native)
- English (Proficient)
- French (Basic)