Christiana Kobiah

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PROFESSIONAL SUMMARY

Motivated Junior Frontend Developer with skills in building user-friendly and responsive websites using HTML, CSS, JavaScript, Tailwindcss and React. Experienced in Android training, helping brand promoters understand and use mobile features effectively so they can confidently support their customers in using Android features and apps. Also skilled in digital marketing, social media management, and customer service. Able to support users, respond to inquiries, and create content that improves brand visibility. Passionate about using technology to make life easier and deliver great experiences for both users and businesses.

SKILLS & TECHNOLOGIES

- Technical Skills: Google Workspace, HTML, CSS, JavaScript, Tailwindcss, React, Typescript.

- Customer Service: Client Relations, Conflict Resolution, Communication.

- Digital Marketing: Social Media Management, Content Creation, Analytics.

- Other Skills: Team Leadership, Problem-Solving.

WORK EXPERIENCE

Social Media Marketer & Customer Service Representative
Lamendy Clothing – Accra, Online | March 2022 – Present

- Engaged with customers, answered inquiries, and provided product recommendations.

- Created and executed social media campaigns to boost brand awareness.

- Managed ad budgets and analyzed performance metrics for improvement.

- Collected customer feedback to enhance service quality and product offerings.

Android Trainer & Customer Support
Google Android – Nigeria, Remote | September 2023 – Present

- Trained Android phone promoters on Google apps and new features.

- Provided support and guidance to ensure effective customer interactions.

- Assisted in improving sales strategies through product knowledge training.

IT Support Specialist & Customer Service
Lincoln Community School, Accra | October 2021 – October 2022

- Provided IT support to teachers, students, and staff for Google apps and digital tools.

- Assisted in scheduling classes, generating reports, and troubleshooting technical issues.

- Helped improve user experience by addressing technology-related concerns.

Sales Attendant & Customer Relations
Doris Enterprise, Kumasi – Adum | May 2016 – August 2017

- Assisted customers with product selection and provided pricing information.

- Managed inventory, organized product displays, and handled transactions.

- Built strong customer relationships through consistent follow-ups and excellent service.

EDUCATION
University of Cape Coast
Bachelor's Degree in Information Technology | 2017 – 2021

PROJECTS & ACHIEVEMENTS

- Developed a Customer Engagement Strategy that increased brand interaction and sales.
- Managed Social Media Ads that improved online reach and conversions.

- EventHive
I contributed to the development of **EventHive**, a modern web platform designed to help users easily register and promote their products or services for events. Built with a focus on user-friendly design and responsiveness, the app streamlines event marketing and vendor sign-up processes.

- Bookie App
I contributed to the development of **Bookie App**, a simple library management system designed to help users browse, borrow, and manage books efficiently. The app features a user-friendly interface for viewing available books and a streamlined borrowing process, making it easier to organize and access library resources.

- BuyVersity
I contributed to the development of **BuyVersity**, a trusted advertising platform designed for students to easily buy and sell items within their university campus. The platform connects student buyers with vendors, allowing them to advertise products or services and make direct purchases in a safe and student-focused environment.

- Clothing Shop
A landing page for a modern clothing shop web app that allows users to browse fashion items online. The platform features a clean and responsive design and product listings.

 - Portfolio Website
I designed and developed a clean, responsive portfolio website to showcase my skills, projects, and experience.

- Obstacle Detection System
The Idea of the obstacle detection system was to design and implement something that would help the blind to detect an object above. My team and I used Arduino for this project.

INTERESTS & ASPIRATIONS

Tech Enthusiast

Coding and Web Development

Women Empowerment & Mentorship

Cooking and Creative Home Recipes

BELOW IS THE LINK TO MY PORTFOLIO

https://my-portfolio-fgjo.vercel.app/