MADIBA F. MAYSON

Monrovia, Liberia

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GRADUATE TRAINEE | SOFTWARE ENGINEERING

PROFESSIONAL SUMMARY

Detail-oriented and motivated Software Engineering graduate with hands-on experience developing digital support systems, improving office workflows, and building client-focused applications. Skilled in Django-based IT helpdesk solutions, CRM systems, and structured problem-solving. Adaptable to roles across software development, IT support, administration, and digital operations.

CORE SKILLS

- Django Web Development
- HTML & Web Fundamentals
- IT Helpdesk Systems
- CRM System Development
- Workflow Improvement
- Troubleshooting & Support

- Communication & Customer Service
- Analytical Thinking
- Team Collaboration
- Fast Learner & Adaptable

EDUCATION

BSc. Computer Science & Technology (Software Engineering)
Notre Dame University of Liberia — Monrovia, Liberia
Graduated: 2025

INTERNSHIP EXPERIENCE

Intern — Mutual Benefit Assurance Company | Monrovia, Liberia
• Managed and organized important company documentation and records
• Built a simple workflow process for faster file retrieval, secure storage, and improved protection
• Assisted with daily administrative operations and office support tasks
• Helped improve efficiency through structured documentation practices

PROJECT EXPERIENCE

Capstone Project — IT Helpdesk System (Django)
• Designed and developed an IT Helpdesk platform for reporting and tracking technical issues
• Created structured workflows for managing support requests and improving response time
• Strengthened skills in system design and technical support operations

Client Relationship Management (CRM) System — Personal Project (Django)
• Built a CRM application to manage client information, communication, and service tracking
• Developed features for organizing customer records and improving engagement

CERTIFICATIONS

• HTML Certificate — Web Development Fundamentals

REFERENCES

Available upon request.