

# Angela Konadu Gyarteng

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Angela Konadu Gyarteng   
GelaKonadu 

Enthusiastic IT student with expertise in technologies, with working knowledge of technologies and systems. I have a rounded tech skillset and deep passion for technology. Having completed numerous projects during my studies and personal projects such as websites and others, I can make a positive impact within any IT department.

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## Skills

- Customer Service
- Print Production
- ServiceNow
- Front End Development
- UI/UX Design
- Critical Thinking
- Effective Communication
- Power BI
- HTML/CSS and Javascript
- Microsoft Excel
- Database Administration
- Microsoft Access
- Organizing
- Problem Solving

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## Experience

DECEMBER, 2022 – FEBRUARY 2023

### **INTERN / High Court, Koforidua**

Reporting to the supervisor within the technology team, supporting all technology operations and projects. Working in technology team of four, assisting the delivery of all technology activities within the organization. Responsible for the receiving, dispatching and sharing of letters as well as Print production. Also, customer-facing role; responsible for dealing with a high volume of enquiries and complaints for the High Court Administration.

#### **Key Responsibility;**

- Desktop support, Receiving, Dispatching and Sharing of letters
- Managed print production processes and ensured timely delivery of materials to staff.
- Responsible for the orderly filing and timely retrieval of letters pertaining to workers and clients.
- Managed and maintained the company's database, ensuring accurate and up-to-date records.
- Aiding the Administration customer service team to ensure a high standard of service

#### **Key Achievements;**

- Received positive feedback from all line managers and team members.
- I gained exposure to Microsoft Excel and Power BI.

JANUARY, 2023 – CURRENT

### **FINANCIAL SECRETARY/ All Christians Fellowship, GCTU**

#### **Key Responsibility;**

- Reporting to the ACF President as well as the ACF Alumni President providing timely and accurate financial reports.
- Ensuring that all accounting and taxation commitments are held
- Working for GCTU-ACF, supporting with accounting functions including sales and credit control.
- Performed regular updates and maintenance of financial records using Google Sheets and Microsoft Excel for the church's accounting purposes.
- Actively participated in executive meetings, contributing to significant decision-making processes and strategic planning initiatives for the church.

JANUARY, 2023 – CURRENT

## **STUDENT AMBASSADOR/ SPEX AFRICA**

### **Responsibility;**

- Effectively communicating the SPEX AFRICA's values, mission, and products/services to peers and fellow students, fostering awareness and engagement within the student community.
- Coordinated and actively participated in on-campus events, product launches, and promotional campaigns aimed at enhancing SPEX AFRICA's visibility.
- Collecting student contact information and preferences for future marketing campaigns and outreach.

OCTOBER, 2023 – DECEMBER 2023

## **INTERN/ MTN Ghana, Koforidua**

### **Responsibility;**

- Desktop support, updating and installing of operating systems.
- Raising and closing of tickets for the information technology unit using ServiceNow
- Joining staff machines to the organization's Azure Domain

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## **Education**

### **WASSCE / Odorgonno Senior High School, Accra**

SEPTEMBER 2020

### **BSc Information Technology / Ghana Communication Technology University, Tesano**

JUNE 2024

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## **References**

Francis Acheampong  
Data Analyst  
Judicial Service, Eastern Region  
0243658361  
[francisacheampong@gmail.com](mailto:francisacheampong@gmail.com)  
Relationship: Supervisor

Godfred Boateng Denkyi  
ACF President, 2023  
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