**Angela Konadu Gyarteng**

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**PROFILE**

Hardworking University Student seeking employment. Bringing forth expertise in design, installation, testing and maintenance of web systems. Equipped with a diverse and promising skill-set. Proficient in various platforms, languages, and embedded systems. Knowledgeable in user interface, testing, and debugging processes. Able to effectively self-manage during independent projects, as well as collaborate as part of a productive team.

**PROFESSIONAL EXPERIENCE**

**MTN- GHANA, Koforidua** **Oct, 2023 – Dec, 2023**

*Information Technology Intern*

* Installed and configured new hardware, software, and networks, resulting in improved system performance and reliability
* Created an automated system for system patching and updates that improved system reliability and security
* Resolved user issues in a timely manner, reducing the average resolution time by 32%
* Provided remote and in-person technical support to end-users, resulting in a 40% reduction in IT service calls

**High Court, Koforidua**  **Dec, 2022 – Feb, 2023**

*Administrative Intern*

* Provided administrative support to management, resulting in improved efficiency in daily operations
* Tracked, monitored, and followed up on all customer inquiries in a timely manner
* Streamlined paper filing processes, resulting in a 70% reduction in filing time

**SPEX- AFRICA, Accra**  **Jan, 2023 – Present**

*Student Ambassador*

* Built relationships with key partners and stakeholders, increasing support for the organization's initiatives.
* Effectively communicating the SPEX AFRICA's values, mission and products/ services to peers and fellow students, fostering awareness and engagement within the student community.

**EDUCATION**

Odorgonno Senior High School, Awoshie

September 2017 – September 2020

Bsc. Information Technology, Ghana Communication Technology University, Tesano

January 2021 – Present

GPA 3.48

**ADDITIONAL SKILLS**

HTML & CSS Javascript

Git Critical Thinking

Microsoft Suite (Advanced Excel) Database Administration

**REFERENCES**

**Mr Emmanuel Okutah-Danquah Francis Acheampong**

MTN- Ghana, Koforidua High Court, Koforidua

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