

MABEL MENSAH

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Ghana |

PROFESSIONAL SUMMARY

Backend web developer with expertise in Python, HTML, CSS, and database management. Strong problem-solving and debugging abilities, with experience building functional web applications. Adept at teamwork and digital collaboration, bringing both technical and interpersonal strengths to development projects.

SKILLS

Languages: Python | HTML | CSS

Frameworks: FastAPI (beginner)

Databases: MongoDB

Other: Git/GitHub | Google Workspace

WORK EXPERIENCE

Concentrix – Accra, Ghana | Customer Service Advisor | May 2025 – Jul 2025

- Responded to 60+ customer queries daily via email, live chat, and instant messaging platforms, ensuring accurate and timely support.
- Handled multiple conversations simultaneously, resolving two customer interactions at once while maintaining high service quality.
- Documented all interactions using Salesforce CRM, improving data accuracy and streamlining follow-ups.
- Strengthened digital communication, multitasking, and problem-solving skills, contributing to team efficiency and positive customer experiences

ALX – Remote | Virtual Assistant Training | Aug 2024 – Oct 2024

- Trained in digital administration, scheduling, and online communication tools.
- Gained organizational and productivity skills applicable to collaborative software development environments.

PROJECTS

Portfolio Website | Ongoing

- Developing a personal site using HTML, CSS, and GitHub Pages.
- Designed to showcase coding projects, customer service experience, and brand activation background.

Python Calculator | 2025

- Built a beginner-friendly interactive calculator using Python.
- Focused on functionality, user input validation, and clean code structure.

NLA Lottery Game | 2025

- Developed a web app using Python and FastAPI simulating Ghana's NLA lottery.
- Users can pick lucky numbers and check for matches with prize calculations, demonstrating problem-solving and backend programming skills.

EDUCATION & TRAINING

Web Development Training – MEST Africa | Aug – Nov 2025

- Completed hands-on training in backend web development using Python.
- Gained practical experience in building interactive web applications, working with HTML, CSS, and databases, and applying programming best practices.

BSc. Biomedical Science | University of Cape Coast | Aug 2018 – Nov 2022

CERTIFICATIONS

2024 | Virtual Assistant Professional Certificate – ALX

REFEREES

Available upon request.