

MABEL MENSAH

| mabelmensah515@gmail.com | (+233) 500276305 | [LinkedIn](#) | [GitHub](#) | [Portfolio](#) | Accra, 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 | JavaScript (basic)

Frameworks: FastAPI (beginner)

Databases: MongoDB

Other: Git/GitHub | Google Workspace

WORK EXPERIENCE

Concentrix – Accra, Ghana | Customer Service Advisor | 05/2025 – 07/2025

- 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 | 08/2024 – 10/2024

- 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

BSc. Biomedical Science

University of Cape Coast | Aug 2018 – Nov 2022

CERTIFICATIONS

2025 | Ongoing Web Development Training – MEST Africa

2024 | Virtual Assistant Professional Certificate – ALX

REFEREES

Available upon request.