

MABEL MENSAH

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PROFESSIONAL SUMMARY

Aspiring backend web developer with hands-on training in Python, HTML, CSS, and database management. Experienced in customer service and digital activations with a strong foundation in problem-solving, teamwork, and digital literacy.

SKILLS

Languages: Python | HTML | CSS | JavaScript (basic)

Frameworks: Flask (beginner) | Bootstrap

Databases: SQL (beginner)

Other: Git/GitHub | Agile | Google Workspace

WORK EXPERIENCE

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

- Provide front-line support to customers, ensuring accurate information and prompt issue resolution.
- Document interactions using CRM tools, strengthening technical accuracy and digital proficiency.
- Developed problem-solving and communication skills transferable to debugging and project teamwork.

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.

Promotional Flyer – Comfy Silks | 2025

- Created a promotional flyer to announce new stock for a small retail business.
- Applied principles of branding, layout design, and customer engagement.

Business Partnership Flyer – M&N Concept | 2025

- Developed a creative flyer for a partnership business idea.
- Focused on visual communication and concept development using digital tools.

LifeSyn App Flyer – MEST Application Project | 2025

- Designed a flyer for a conceptual health app idea.
- Demonstrated creativity, problem-solving, and user-focused design presentation.

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.