

Makafui Ametepah

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👤 Profile

Recent Computer Science graduate with a passion for web development and problem-solving. Skilled in creating responsive user interfaces using HTML, CSS, and SASS/SCSS, with basic knowledge of JavaScript and ReactJS. A quick learner with strong communication and analytical skills, eager to contribute to innovative projects and deliver high-quality solutions.

🎓 Education

University of Cape Coast, Bachelor of Science in Computer Science 2019 – 2023 | Cape Coast, Ghana

Relevant Coursework: Data Structures and Algorithms, Operating Systems, Database Management Systems, Software Engineering, Web Development, Artificial Intelligence, Computer Networks

Anlo Senior High School, General Science 2015 – 2018 | Anloga, Ghana

Relevant Coursework: Elective Math, Chemistry, Physics, Biology

💼 Professional Experience

Concentrix, Customer Service Advisor 11/2024 – 01/2025 | Accra, Ghana

- Provided exceptional customer service by actively listening, addressing inquiries, resolving complaints, and ensuring customer satisfaction.
- Collaborated with internal teams to escalate and resolve complex issues efficiently.
- Maintained accurate records of customer interactions and transactions in CRM systems.

National Commission for Civic Education, 2023 – 2024 | Accra, Ghana

Information Management Assistant

- Supported document management processes by preparing, reviewing, and refining reports to ensure clarity and accuracy.
- Demonstrated attention to detail by transcribing audio to text with precision and efficiency.
- Delivered high-quality document designs and managed professional communication.

AudibleQR, Web Developer (Contract) 2022 | Accra, Ghana

- Developed fully responsive user interfaces, enhancing accessibility and user experience across devices.
- Integrated REST APIs by collaborating with backend developers, ensuring seamless functionality.
- Delivered a fast, SEO-friendly website that increased user engagement by 15%.

🧠 Skills

Technical Skills

- **Languages:**
- Proficient: HTML, CSS, SASS/SCSS
- Basic: JavaScript, SQL, ReactJS
- **Tools:** Git, Visual Studio Code, MySQL, Microsoft Office Suite
- **Operating Systems:** Windows
- **Helpdesk & Communication Tools:** Proficient in Google Workspace

Soft Skills

- Problem-Solving
- Team Collaboration
- Strong Communication
- Analytical Thinking
- Attention to Detail
- Emotional Intelligence

🔗 References

Available upon request.