ELIKEM NORMEGBOR-SELASSIE

GC-118-2447 Awoshie

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mreselassie1@gmail.com

PERSONAL PROFILE

Motivated, self-driven professional skilled in IT Support, Software Development, Data Management, and Customer Service. A collaborative team player dedicated to building strong work relationships and enhancing productivity. Seeking to apply my skills in a role that supports organizational growth and efficiency.

WORK EXPERIENCE

United Bank for Africa Ghana Ltd (UBA) – Abossey Okai, B.O   **Dec 2023 – Sep 2024**
Service champion/ customer service
National Service

Key Responsibilities:
- o Enhanced customer satisfaction by addressing inquiries and complaints efficiently, leading to a 10% increase in ratings over six months.
- o Handling customer complaints.
- o Upselling, cross-selling and conducting.
- o Troubleshooting product and service issues.

Accra metropolitan assembly   **Nov 2023 - Dec 2023**
I.T Support Officer
Internship

Key Responsibilities:
- o Provide second level support on network and communication issues.
- o Provide first level assistance for on all IT related issues
- o Software support to staff
- o Relay of support requests to appropriate officer's or   teams for resolution

Beacon of Hope Foundation.   **JUN 2022 - AUG 2022**
I.T
Internship

Key Responsibilities:
- o Software support to staff
- o Performed maintenance on office hardware
- o Reconciliation, comparing and verifying data to ensure consistency and identify any discrepancies or errors.
- o Relay of support requests to appropriate officer's or teams for resolution
- o Receipt of payments and bookkeeping.

EDUCATIONAL QUALIFICATIONS

November 2023   **Bachelor of Science in Information Technology**

                                 Ghana Communications Technology University (GTUC)

September 2019   **Senior High School Certificate (WASSCE) – General Art**

                                 Accra Academy

June 2016   **Basic Education Certificate (BECE)**

                                 Ave Maria School

COMPETENCIES

- IT Support and Technical Troubleshooting
- Customer Service Excellence
- Attention to Detail
- Problem-Solving Abilities
- Analytical Skills
- Knowledge of IT Systems and Software
- Organizational Skills
- Commitment to Confidentiality and Integrity
- Regulatory Knowledge and Compliance
- Team Collaboration

KEY SKILLS

- IT Support Troubleshooting
- Data Management
- Systems Administration
- Hardware Support
- Microsoft Office Suite (Word, Excel)
- Figma
- HTML & CSS
- React and Next.js
- JavaScript

REFERENCES
Reference will be provided if needed