

Elikem Normegbor-Selassie

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WORK EXPERIENCE

United Bank for Africa Ghana Ltd (UBA)
Service Champion/ Customer Service/I.T Support
2024

Abossey Okai, Accra
December 2023 – October

- Enhanced customer satisfaction by addressing inquiries and complaints efficiently, leading to a 27% increase in ratings over six months.
- Investigated and resolved customer complaints in a timely and empathetic manner, ensuring a **90% resolution rate** within the first interaction.
- Resolved over 10 technical issues monthly, improving operational efficiency and boosting customer and staff satisfaction.
- Assisted in setting up and configuring new computer systems and software applications, ensuring seamless operation and user readiness.
- Collaborated with senior management on multiple functions including customer success and finance, increasing survey submissions from 60% previous month to 75% by identifying the pain points of customer feedback.

Accra Metropolitan Assembly Head Office
M.I.S Intern
2023

GA-143-6657, Accra
January 2022 - January

- Assisted in maintaining and updating internal databases, improving data accuracy by 15% over a 3-month period.
- Collaborated with the IT team to resolve 30+ system errors and software bugs, improving application performance and user satisfaction.
- Participated in testing and validation of new software features and updates.
- Collaborated with IT team members to optimize networking systems, enhancing communication and data sharing efficiency across departments.

Beacon of Hope Foundation.
Tech Support Intern

Kwashieman, Accra
April 2021 –November 2021

- Optimized websites and applications for speed, performance, and scalability.
- Contributed to website updates and maintenance, improving user experience and client satisfaction.
- Created and maintained documentation for web development projects, ensuring clear communication with supervisors.

LEADERSHIP EXPERIENCE

Final year Project (GCTU-Prog)
Team leader

Tesano, Accra
February 2023

- Developed and implemented a web-based final year project repository for Ghana Communication Technology University. (<https://gtuc-prog.vercel.app/login>)

PERSONAL PROJECT

ETHTYR
UI/UX / Frontend Developer
2022

November

- Contributed to the front-end development of a Web 3.0 Ethereum blockchain application using React, enhancing user experience and functionality. (<https://razorpro9981.github.io/something/>)

EDUCATION

Ghana Communications Technology University (GCTU)
Bachelor of Science in Information Technology (GPA: 3.1 / 4.0)

Tesano, Accra
Graduation Date: July 2024

- Web Development, Software Engineering, Database Management, Artificial intelligence, Project Management, Cybersecurity, UX/UI Design.

SKILLS & INTERESTS

Skills: Microsoft Office (Excel, PowerPoint, Word) | Data Management | Hardware Troubleshooting | JavaScript | React | Next.js | HTML | CSS | Figma | Firebase | SQL