COLLINS AYIKU QUAYE

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EDUCATION

University of Professional Studies – Accra, Ghana
BSc. Information Technology Management (Second Class Upper)   **Sept 2017 – Oct 2021**

Relevant Modules: Information Systems, Business Finance, Software Quality Management, Web Development, Database

Management, Professional Computing Practice, Computer Networks.

Okuapemman Senior High School – Akropong, Eastern Region
General Arts (West African Senior School Certificate Examination)   **Oct 2014 – May 2017**

WORK EXPERIENCE

Vodafone Ghana Limited – Accra

Data Validation Analyst – Intern (Corporate Security)   **Jun 2019 – Aug 2019**

- Led a team of interns to pitch new product ideas that had the potential to increase Vodafone Ghana's market share.
- Utilized Microsoft Excel to track and analyze data for weekly and monthly user performance reporting.
- Designed and built statistical reports on User Performance using large data sets from multiple sources using Tableau.
- Investigated employees within the business that were selling data bundles illegally.
- Investigated sim cards that were detected for sim box fraud.

Roaming Analyst – National Service (Vodafone Business)   **Nov 2021 – Present**

- Providing maintenance, troubleshooting and related reporting on International Roaming Services.
- Monitoring International Roaming Inbound and Outbound Voice, SMS and Data KPIs.
- Monitoring IDD Voice and SMS KPIs
- Monitoring A2P messages and Bulk SMS KPIs.
- Performing roaming tests.
- Onboarding new International Roaming partners.
- Collaborating with the billing team to ensure all tariffs are appropriately charged on roaming services.
- Ensuring all customer issues relating to roaming services are resolved.

LEADERSHIP AND EXTRA-CURRICULAR EXPERIENCE

International Representative, Head of State Award Scheme – Okuapemman Senior High School **Nov 2015 – April 2017**

- Successfully led a 10-man team to complete the Silver Award of the Head of State Award Scheme.

SKILLS & INTERESTS

- Fluent in English & Twi
- Microsoft Office Suite (Word, Excel, PowerPoint and SharePoint):Proficient
- Programming Skills(JavaScript): Proficient

REFERENCES

- Available upon request.