

COLLINS AYIKU QUAYE

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OBJECTIVE

To enhance my skills and efficiently work in a dynamic and growth-oriented environment with the view to assisting the organization to achieve its objectives and to apply my abilities in an organization that offers opportunity for growth.

EDUCATION

2017 - 2021

BSC INFORMATION TECHNOLOGY MANAGEMENT, UPSA

Relevant Courses: Relevant Courses: Information Systems, Quantitative Methods, Computer Networks, Database Management Systems, Professional Computing Practice, Software Quality Management, Web Development, Quantitative Methods, Business Finance.

EXPERIENCE

JUNE – AUGUST 2019

DATA VALIDATION INTERN, VODAFONE GHANA

- Reviewed activities of active and inactive users on the network.
- Analyzed data from multiple sources within the CRM portal.
- Prepared supporting documentation to be used in the department's presentations to SMT.
- Investigated registered sim cards detected to be engaged in sim box fraud.
- Investigated employees within the business and users that were selling data bundles illegally.
- Led a team of interns to pitch new product ideas that had the potential to increase Vodafone Ghana's market share.

OCTOBER 2021 - PRESENT

NATIONAL SERVICE / ROAMING ASSISTANT– VODAFONE GHANA

- Provide maintenance, troubleshooting and related reporting on roaming.
- Perform roaming tests. (IR24, IR35, IR32)
- Work with technology team to troubleshoot configurations for roaming.(CAMEL, LTE, 2G/3G, LTE)
- Assist to implement data on SGSN to allow GPRS/UMTS roaming.
- Implement, operate and maintain roaming platforms.
- Assist IREG operations with regards to roaming on the network.
- Assist to implement and debug roaming configurations for prepaid and data roaming.
- Participate in interdepartmental projects relating to roaming.

SKILLS

- Strong analytical skills for reviewing and interpreting large volumes of data.
- Planning and organizational skills to manage multiple assignments simultaneously.
- Proficient in Microsoft Office applications including Word, Excel and PowerPoint.

ACTIVITIES

Silver Award of the Head of State Award Scheme – Ghana.

REFERENCES

Available upon request.

CERTIFICATION

I, the undersigned, certify that to the best of my knowledge and belief, this information correctly describes me, my qualification and experience.

COLLINS AYIKU QUAYE

Dated: 3rd January, 2022.

