Mercy Dede Foli

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EDUCATION

Kwame Nkrumah University of Science and Technology
Jan 2021 – present
Kumasi, Ghana

Relevant Course Flow : Discrete Mathematics, Data Structure and Algorithm, Software Engineering, Operations Research, Systems Analysis, Database, Human Computer Interaction(HCI).

Certificates: BECE, WASSCE.

PROFESSIONAL EXPERIENCE

Volta River Authority (VRA)
Sep 2023 – present
Web developer
Accra, Ghana

Research Focus: As a Business Solutions department intern, I focused my research on important subjects like Oracle, ERP systems, cloud computing, and service infrastructure.

Key Achievements: During my internship, I accomplished notable milestones such as thorough data analysis, effective knowledge integration into team projects, improved communication skills, successful collaboration with team members, and adaptability in understanding difficult technical concepts. The knowledge and decision-making skills of the team in the area of business technology were greatly improved by these contributions.

3C Technologies
Sep 2022 – Dec 2022
Web Developer
Accra, Ghana

Client Relations and Financial Management:
- Conducted regular calls with existing clients to inquire about software-related issues and ensured they were up to date with maintenance fee payments.
- Maintained detailed daily reports for management, providing valuable insights and updates on client interactions.
- Monitored and managed email correspondence each morning to promptly address client inquiries and concerns.

Active Participation and Sales Support:
- Actively participated in company meetings, contributing ideas and insights to support team initiatives and strategies.
- Engaged in outbound sales activities, participating in sales outings every two days per week to promote company products and services.

Customer Relationship Development:
- Despite not being assigned specific tasks, I proactively learned and absorbed essential techniques for cultivating and maintaining strong customer relationships.

In this role, I honed my skills in client communication, financial tracking, and active participation in team activities, contributing to the overall success of the organization while gaining valuable experience in customer relationship management.

ORGANIZATIONS & AFFILIATIONS

Science Student Association(SCISA)
TRATECH HEAD

Sep 2023 – present
Kumasi, Ghana

Computer Science Society(KNUST)
Women's Commissioner

Jan 2023 – Sep 2023
Kumasi, Ghana

Promoting STEM Education and Empowerment:
- Organized educational trips to girls' schools in the region, with a special emphasis on computer science, addressing the gender disparity in STEM fields.
- Successfully hosted a picnic event to create a sense of community and encourage participation among female students, fostering a supportive environment.

Breast Cancer Awareness and Personal Growth:
- Led awareness campaigns during Breast Cancer Month, educating peers and arranging expert facilitators.
- Gained valuable skills, including formal letter writing, effective communication with department heads and peers, and public speaking to large audiences, receiving positive feedback on communication and confidence.

Computer Science Society(KNUST)
Deputy Academic Head

Jan 2022 – Aug 2022
Kumasi, Ghana

Role as Deputy Academic Head:
In my capacity as the Deputy Academic Head, I collaborated closely with a dedicated team to provide assistance to fellow students and colleagues encountering academic challenges. Our primary responsibilities encompassed the following areas:

Achievements:

Tutorial Organization: We organized tutorials tailored to address challenging courses, ensuring that students who struggled with specific subjects received the necessary support and guidance.

Exam Remediation: Recognizing the importance of academic success, we arranged tutorial sessions for students who faced difficulties in passing their exams, equipping them with the knowledge and skills needed to excel in supplementary exams.

In my role, I played a pivotal part in fostering a supportive academic environment and facilitating the academic success of students by coordinating these initiatives effectively.

Kwame Nkrumah University of Science and Technology
Trade Technology and Innovations Head

Jan 2024 – present
Kumasi, Ghana

The SCISA president selected me to contribute to a one-week sensitization program to promote cleanliness awareness among the student body. The program focused on educating students on proper waste disposal, emphasizing using designated trash cans and discouraging littering. Additionally, we addressed proper restroom etiquette, encouraging students to adhere to established protocols.

Kwame Nkrumah University of Science and Technology
Trade Technology and Innovations Head

Feb 2024 – present
Kumasi, Ghana

In support of the Val's Day program, I assisted the president and his team in preparing refreshments for the 400 student attendees. The snacks included popcorn, watermelon juice, pineapple juice, and bissap juice.

SKILLS & INTEREST

Programming Languages
HTML(proficient), CSS(Proficient),
Javascript(beginner), Flutter(Dart){beginner}

Systems Analysis   ● ● ● ○ ○

Interest
Software Engineering, Cyber security, Business

Database   ● ● ● ○ ○
My SQL

Operations Research   ● ● ● ○ ○