

EBENEZER AMPADU

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<https://eampadu1.github.io/gui/index.html>

Professional Summary

Proficient Technical Support Representative capable of shifting into different roles as Help Desk Technician, Customer Service Representative, Entry Level, and Network Administrator. Able to resolve complex technical issues, provide customer satisfaction, work under stress, punctual, and work in a multi-cultural setting.

Skills

- Programming Languages: C/C++, Scheme(Lisp), JavaScript, Assembly
- Scripting Languages: Bash Shell, HTML, XHTML, CSS, J-Query, PHP, Git Hub
- Operating Systems: Unix/Linux, Mac OSX, Windows XP & Vista, Windows 8/8.1/10
- Documentation: MS Word, Excel, PowerPoint
- Web Development
- Boost Unit Testing
- Typing: 80+ WPM
- Self-motivated
- Process implementation
- Data management
- Team liaison
- Client assessment and analysis
- Strong verbal communication
- Conflict resolution
- Project management
- Extremely organized
- Powerful negotiator

Education

B.S: Computer Science, Spring 2019

University of Massachusetts - Lowell, MA

Languages

Tri-lingual - English, Akan(Twi), Swedish

Work History

Van Driver, 08/2017 to 05/2018

Becker college – Worcester, MA

- Transported students from pick-up to drop-off locations.
- Made sure students were safe and comfortable.
- Maintained vehicle.
- Produced weekly reports and documents for management

Inventory Clerk, 09/2014 to 01/2015

Charter Communications – Worcester, MA

- Loaded and wired cable boxes for testing.
- Prepared cable boxes for shipping.
- Achieved 100 % on-time shipment rate.
- Conducted monthly inventories of materials on the work floor.

Benefits Specialist, 02/2009 to 07/2011

APAC (CALL CENTER) – Worcester, MA

- Responded to customer requests via telephone and email.
- Handled outbound calls to carriers.
- Responsible for customer satisfaction.
- Verified data integrity and accuracy.
- Produced ad hoc reports and documents for senior team members.