

EFOE GNASSIA

Developer

📍 Belleville, Illinois
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Summary

Software & Database Development and Management major currently attending Southwestern Illinois College. Skilled in analysis, developing, designing, testing, and customer support. Understands existing coding standards, codes and practices. Able to solve technical issues of the hardware components.

Work experience

WordPress content editor - developer

09-2021 - present

Southwestern Illinois College Belleville, IL

- Create web pages for SWIC.edu.
- Ensure project results meet design specifications.
- Find and correct bugs on the website.
- Assist with web related, SWIC.edu and/or department tasks/projects as needed.
- Geocaching with Google Street View and 360 Video.

Account Processor

02-2019 - present

U.S. Bank, St. Louis, US

- Process payments into customers' accounts using bank's technology following all policies and procedures
- Resolve or escalate issues encountered by our processing team
- Train processors on new accounts
- Participate in leadership meetings to discuss and plan changes for the team

Peer Tutor

01-2021 - 05-2021

Southwestern Illinois College Belleville, IL

- Assisted students with homework, projects, test preparation, research, and other academic tasks.
- Worked with students to help them understand key concepts.
- Motivated and encouraged students to improve their academic performance using effective goal-setting strategies.
- Taught skills to improve academic performance, including study strategies, note-taking skills.

Security Officer

05-2018 - 07-2019

Securitas, St. Louis, US

- Secured premises and personnel by routinely patrolling property - reported suspicious activities or behaviors

- Monitored property entrance and surveillance equipment
- Enforced client policy by making sure employees follow rules and regulation
- Authorized the entrance of people and vehicles

Education

Associate of Science

Expected - 12-2021

Southwestern Illinois College

Associate of Science, Software & Database Development and Management

Southwestern Illinois College - Belleville, IL

- Member of PHI THETA KAPPA Honor Society
- Member of National Adult Education Honor Society

Certificate

09-2013 - 06-2014

Entrepreneurship Training Institute

HR Management Certificate June 2014

Entrepreneurship Training Institute - Accra, Ghana

Skills

Programming: C#



JavaScript



Java



HTML 5 , CSS



Database: SQL



Database: Database Modeling



Problem - Solving



General: Time Management



**Customer Service,
Conflict Resolution**



Languages

English



French



Certifications

- HR Management Certificate