GLORIA ZOGLIE

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EDUCATION

OpenLabs Ghana, Ghana
Diploma in Software Development   **September 2023 - August 2024**

University of Cape Coast, Ghana
Bachelor of Arts in Linguistics and Classics   **August 2017- October 2021**

SKILLS SUMMARY

- **Languages**: Python, SQL, JavaScript, HTML/CSS
- **Frameworks**: React, Node.js, Django, Bootstrap, Agile, Scrum, SPIN Selling, BANT
- **Tools**: JIRA, Figma, Slack, Google Analytics, WordPress, MUI,Git/Github, Postman, Jenkins, Salesforce, Hubspot
- **Platforms**: AWS, Google Cloud, WooCommerce
- **Soft Skills**: Communication, Strategic Thinking, Attention to Detail, Problem-Solving, Negotiation, Time Management

WORK EXPERIENCE

Software Developer and Product Manager | Luxuffy   **February 2023- March 24**

- Developed software that boosted our operational efficiency by 30% by embracing agile practices.
- Worked closely with designers and engineers to enhance user experience.
- Analyzed user feedback to focus on key product features, successfully launching two major upgrades within six months.
- Juggled multiple projects using tools like Jira, ensuring we hit our milestones on time.
- Conducted training sessions for junior developers, helping them grow and improving our team's overall performance.

Contracted Sales Manager | Decentralised Trade Association   **July 2023- December 2023**

- Spearheaded sales initiatives that resulted in a remarkable 50% increase in annual revenue by partnering with over 20 SMEs.
- Conducted thorough market research to identify new opportunities, which led to the successful launch of three new services.
- Built and managed a motivated sales team, implementing training programs that boosted productivity by 25%.
- Cultivated strong relationships with clients and stakeholders, achieving a 60% increase in client retention.
- Designed and executed effective sales strategies, increasing our visibility at industry conferences.

Product Manager | Grav.id   **January 2023 - February 2024**

- Created a solid product strategy that grew our market share.
- Conducted user research to improve our product features, resulting in a 25% boost in user engagement and retention.
- Worked closely with engineering teams to keep our development timelines on track.
- Kept a close eye on product performance through analytics, using insights to guide our future strategies.
- Regularly connected with stakeholders to align our product goals with what the market needed, leading to a successful product update launch.

Outreach Associate | Salaria Sales Solutions   **December 2020 - November 2022**

- Developed and executed targeted outreach campaigns that increased qualified leads by 60%.
- Fostered strong relationships with potential clients, enhancing engagement and trust in our offerings.
- Utilized CRM tools to analyze outreach effectiveness, refining strategies based on performance metrics.
- Worked alongside sales and marketing teams to ensure consistent messaging and support for overall goals.
- Conducted research to identify potential clients and industries, driving targeted outreach initiatives.

Sales Development | Busy Internet   **May 2016 - August 2020**

- Implemented targeted outreach strategies that increased client acquisition by 35%.
- Effectively promoted internet services to potential customers, enhancing brand awareness in the local market.
- Gathered customer feedback to inform service improvements and adapt marketing strategies.
- Collaborated with cross-functional teams to develop tailored solutions for clients.
- Monitored sales performance and adjusted tactics based on data-driven insights, optimizing overall results.

PROJECTS

Fintech Dashboard   **October 2024 - Present**

- Create a dashboard that integrates multiple data sources for a comprehensive view of financial metrics.
- Enable real-time monitoring and reporting of key performance indicators (KPIs) for quick decision-making.

NGO Awareness and Donation Website   **August 2024 - September 2024**

- Create a website that shares impactful stories, project updates, and information about the NGO's mission and initiatives.
- Implement a secure online donation system, allowing supporters to contribute easily and track their impact.

Construction Website   **April 2024 - June 2024**

- Develop a visually appealing website to showcase completed and ongoing construction projects, highlighting key details and images.
- Implement a secure client portal for clients to access project updates, timelines, and documentation.

Hotel Booking Website   **January 2024 - March 2024**

- Build a user-friendly website that allows guests to make online reservations, view room availability, and explore hotel amenities.
- Integrate a review system for guests to share feedback and experiences, enhancing credibility and attracting new customers.

Sales Training Program   **November 2024 - February 2024**

- Develop a tailored training program with interactive workshops and real-life scenarios to address the team's specific challenges.
- Track performance metrics and collect feedback to continuously refine training content and ensure alignment with sales goals.

CERTIFICATES

Website Development (Sololearn) [CERTIFICATE](#)   **June 2024**

- Mastered HTML, CSS, and JavaScript for building responsive, interactive websites.
- Gained proficiency in Git for version control and learned how to deploy websites on various hosting platforms.
- Engaged in hands-on projects, emphasizing responsive design, SEO best practices.

Product Management (Ayaversity)   **February 2024**

- Learned the stages of product development and Agile principles, focusing on iterative improvements and user-centered design.
- Developed skills to conduct market research and create user personas, informing product decisions and design.
- Gained expertise in communicating with stakeholders, prioritizing features, and measuring success through key performance indicators (KPIs).

REFERENCES
Available on request