**IDA DONKOR**

Atlanta, GA

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**PROFESSIONAL SUMMARY**

Entry-level UX/UI Designer with over five years of experience in customer service and operations support. Adept at leveraging a diverse technical background, including programming languages, interactive user interfaces, and the full web development lifecycle. Currently pursuing a Google UX Design Certificate to formalize my expertise in UI/UX design principles.

* Troubleshooting
* Project Management
* API Development
* Data Analysis
* Web and App Development
* UI/UX Fundamentals
* Generative AI
* HTTP/HTTPS Protocols
* Microsoft Operating Systems

**TECHNICAL SKILLS**

**Programming Languages:** HTML5, CSS, JavaScript, Python, SQL, Java,

**Cloud Computing:** Amazon Web Services, GitHub Copilot ChatGPT

**Software:** Greenway Suite, ChiroTouch, Cloud, React, MySQL, Node, Express, MongoDB, MERN

**Operating Systems:** Linux, Windows 10, Mac OSX, Ubuntu, Android/iOS, Windows Server

**Hardware:** iMac, MacBooks, iPhone, iPad, Android/Samsung phones and tablets, Windows laptops and desktops

**TECHNICAL PROJECTS**

**React Weather App | April 2024 – Present**

* Developed a responsive weather application using React, integrating real-time weather data from the OpenWeatherMap API. The app allows users to search for current weather conditions in any city worldwide.
* Link: Under construction

**DevelopHERS | April 2024 – Present**

* As part of our group capstone project, we developed an online store dedicated to selling second-hand sports equipment. My primary contribution was designing and creating the "About Us" page. I focused on creating a compelling narrative that highlighted the store’s mission, values, and commitment to sustainability, while ensuring the page was visually engaging and aligned with the overall site design.
* Link: Under construction

**PROFESSIONAL EXPERIENCE**

**Integrated Practice Solutions |Duluth, GA 08/2023 – Present**

**Patient Service Subrogation Specialist**

* Streamlined claim management processes using healthcare billing software, enhancing data integrity and reducing processing time, which translates to a more efficient workflow in design project management.
* Addressed and resolved patient inquiries effectively, providing clear information on processes, which parallels creating user-friendly interfaces and improving overall user experience.
* Clarified complex insurance details to patients, ensuring smooth communication, akin to designing intuitive user flows and facilitating user understanding in digital platforms.
* Maintained and analyzed comprehensive records of activities, producing detailed reports for management that highlight insights and trends, similar to creating actionable insights from user data and feedback.

**North Atlanta Endocrinology & Diabetes | Lawrenceville, GA 05/2021 – 07/2023**

**Medical Receptionist**

 Developed and maintained accurate patient records while adhering to privacy regulations, which enhanced data protection practices and informed user-centric design considerations.

 Delivered exceptional customer service by addressing patient inquiries and facilitating a smooth interaction process, skills that translate to creating user-friendly designs and improving user satisfaction.

 Utilized electronic health record (EHR) systems to manage information and streamline processes, demonstrating an ability to leverage technology for improved efficiency skills applicable to designing intuitive user interfaces and enhancing user interactions.

**Inquisit Health | Remote 12/2019 – 05/2021**

**Intake Coordinator**

 Improved scheduling and record-keeping processes by designing user-friendly workflows, resulting in fewer errors and increased overall efficiency in appointment booking.

 Applied a deep understanding of user needs to address and resolve client inquiries swiftly, boosting user satisfaction and reducing the need for follow-up communication.

 Simplified data entry and retrieval processes through improved interface design in the EMR system, reducing administrative time and ensuring alignment with data standards.

**TECHNICAL TRAINING**

**NPower | Remote 3/2024 – 9/2024**

**Full Stack Developer Trainee**

* Completed an intensive 24-week Full Stack Developer training program, gaining hands-on experience in both front-end and back-end development technologies, including HTML, CSS, and JavaScript.
* Developed proficiency in building responsive and interactive user interfaces using popular front-end frameworks such as React.js, ensuring a seamless user experience across various devices.
* Acquired essential back-end development skills through practical training in server-side scripting with Node.js, utilizing Express.js for efficient routing and building scalable web applications.
* Demonstrated the ability to work with databases by mastering fundamental database management concepts and hands-on experience with MongoDB, ensuring effective storage and retrieval of data.
* Collaborated with peers on real-world projects, applying Agile development methodologies, version control using Git, and participating in regular code reviews, fostering a collaborative environment.

**CERTIFICATIONS AND EDUCATION**

Path2TECH | NPower | In Pursuit

Associates of Science - Nursing | Gwinnett Technical College | 2017

**Certifications***:*

*Obtained*:

*Pursuing:* Google IT Automation with Python Certificate

Foundations of User Experience (UX) Design

LinkedIn Learning Coursework

Learning Google IT Automation with Python