

# JEDIA AMOABA ANDOH

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## SUMMARY

I am a dedicated and detail-oriented professional with a robust background in Customer Service and AI. My experience stems from my degree in Chemical Engineering, where I engaged in extensive yearly research, strategically sourcing and analyzing large volumes of data from numerous journals and articles. My passion for data-driven insights and my commitment to accuracy make me a valuable asset in any data-focused role.

## TECHNICAL SKILLS

**Customer Relationship Management Tools:** Customer Service Central and Zendesk

**Modeling and Annotation Tools:** MATLAB, Python, Microsoft Office (Word, Excel), CVAT, V7 Darwin.

## EDUCATION

### B.Sc. Chemical Engineering

Kwame Nkrumah University of Science and Technology, Ghana  
College of Engineering

Graduated November 2023  
Second Class (Upper Division)

Relevant coursework: Performed extensive research on various topics and produced several reports and theses.

### Occupational Health and Safety Management Advanced Diploma

Imperial College of Mines, Ghana  
Advanced Diploma Certification

Graduated July 2023

Relevant coursework: Hazard Analysis, Safety and Law.

## EXPERIENCE

### GB Foods, Ghana: Process Technician

Nov 2023 – October 2024

Serving as a Process Engineer at GB (Gallina Blanca) Foods, a food manufacturing company that produces thousands of products per day. In this role, I record and analyze data using MS Excel, ensuring precision and efficiency in all tasks. During the one-year period, I had the opportunity to work in various departments.

- **Production** : Recording downtime of filling machines, wastage of laminate, and quantity of products produced per shift, which is later analyzed to determine overall equipment efficiency and enable management decision-making.

### AYA DATA, Ghana (Remote Freelancer): Data Annotator

Oct 2024 – Present

Preparing data for testing using CVAT and V7 Darwin

### Buwelo Ghana, Ghana: Customer Service Representative

Nov 2024

Assisting callers on warranty plans and their issues associated with the plans. Detailed documentation of interactions with the use of Customer service central. Meticulous use of Zendesk for working on tickets.

## ACADEMIC PROJECTS AND RESEARCH WORK

### Plant Design for the Production of Lithium Hydroxide from Lithium-Bearing Ore

Jan 2023 – Aug 2023

Collaborated in a team of nine to design a process flow for the refining of lithium-containing ores.

- Prepared research work with over 450 pages in Microsoft Word.
- Executed an economic analysis of the overall plant process using Microsoft Excel.

### A Preliminary Study of Factors Affecting the Use of Metal Hydride as an Energy Storage Option

Jan – Sep 2022

Collaborated in a team of three to model the effects of certain parameters on the metal hydride method of hydrogen storage.

- Recognized by the faculty panel as "Best Presentation" in the team.

### Suppressing the Threat Weedicides Pose to the Environment in Lawra

Dec 2020 – Feb 2021

Collected and analyzed data to find solutions to leading problems in the community.

- Developed a questionnaire to aptly filter out the most pressing issues in the community.
- Developed an initiative to consume and sell sorghum seeds and use roots and stalks to produce eco-friendly weedicide with sorgoleone as the active ingredient.