Jeffery Nana Kwesi Agyei Marfo

Front-End Developer & UI UX Designer | (+233) 20 572 1817
marfojeffery31@gmail.com | [LinkedIn Profile]() | [UI UX Portfolio]() | [GitHub]()

Summary

Creative and detail-oriented UX/UX Designer and Frontend Developer with a proven ability to design and build fully responsive, user-focused web applications. Skilled in translating design concepts into functional interfaces using HTML, CSS, JavaScript, Tailwind CSS, and React. Experienced in delivering end-to-end frontend solutions for real-world projects, including healthcare platforms like *pVault* and *ApomudenCare*, an E-Library system, and an Ads Website. Strong foundation in wireframing, prototyping, and usability testing, paired with hands-on IT support and ServiceNow administration experience. Passionate about creating clean, accessible interfaces that balance aesthetics with performance and usability.

TECHNICAL SKILLS

- UI/UX Design: Wireframing, Prototyping, User Research, Usability Testing, Design Systems, Responsive Design, Figma.
- Frontend Development: HTML, CSS, JavaScript, Tailwind CSS, React, Next.js (if applicable), Responsive Web Design, Accessibility (WCAG)
- Backend Development:
  Node.js *(In Progress)*, Express.js *(In Progress)*
- Tools & Version Control:
  Git, GitHub, VS Code, Chrome DevTools, Postman
- Project & Issue Tracking:
  ServiceNow, Jira, Notion
- Other Technical Skills:
  IT Support, PC Repair, ServiceNow Administration, IT Ticketing Systems, Remote Support Tools (e.g., AnyDesk, TeamViewer)

Work Experience

American Tower Corporation - ATC Ghana

IT Support Specialist

- Delivered first-line technical support to over 150 employees, resolving hardware and software issues with a 98% satisfaction rate.
- Administered and maintained IT infrastructure across Accra and Kumasi offices, ensuring 90% uptime.
- Conducted regular system health checks and implemented proactive maintenance measures.
- Collaborated with cross-functional teams to implement IT solutions aligned with business goals.
- Manage and administer the re-building of PCs and joining them to ATC Domain using Active Directory (AD) or Microsoft Azure (Intune).
- Remote administration and management of customer premises equipment.
- Ensuring the integrity of the ATC Ghana Network and make sure that systems are working fine.
- Managed onboarding IT resources for new hires and maintained accurate inventory of all IT equipment.
- Inventory of IT Equipment in both the Accra and Kumasi Offices.
- Assisted with the deployment of PaperCut software to streamline printing services, reducing print waste by 15%.
- Liaise with cross functioning teams and external service providers to ensure that IT systems provide the most effective comprehensive services possible to users.
- I contributed to the roll out of Three (3) Digital community projects across the country by travelling to the various regions to set up the computers.

PC Repair and Maintenance
- Performed diagnostics and repairs on a wide range of desktop and laptop computers.
- Upgraded hardware components and software to extend the lifespan of company devices.
- Maintained an inventory of spare parts and managed relationships with hardware vendors.
- Developed and implemented a preventive maintenance schedule, reducing unexpected downtimes.

ServiceNow Administration
- Providing advice, support and practical assistance to system users via the IT Ticketing System (ServiceNow) and remote support software tools within defined customer service levels.
- Administered and maintained the ServiceNow platform, ensuring uptime and optimal performance.
- Made use of and implemented custom applications within ServiceNow, reducing manual processes by 30%.
- Optimized workflows, resulting in ticket resolution efficiency.
- Configured and managed the Incident, Problem, Change, and Request Management modules.
- Implemented ServiceNow Knowledge Base, leading to a 20% reduction in recurring tickets.

Freelance - UI UX Designer & Frontend Developer
- Led the design and frontend development of pVault and ApomudenCare, two healthcare platforms focused on patient check-ins and appointment flow, resulting in improved user experience and reduced onboarding friction.
- Built the Cluck Control Dashboard for FeatherCare, an internal poultry management system, delivering an intuitive and scalable frontend dashboard.
- Translated UI designs into production-ready code using HTML, CSS, JavaScript, Tailwind CSS, and React.
- Developed a modern E-Library platform supporting dynamic search and categorization of digital content.
- Designed and implemented a responsive Ads Website interface enabling users to browse and post classified listings with ease.
- Collaborated with product teams to design intuitive user interfaces for internal applications.
- Conducted usability testing and made iterative improvements that enhanced task completion rates by up to 25%.
- Created wireframes, interactive prototypes, and high-fidelity mockups using **Figma**, applying responsive and accessible design principles.
- Implemented responsive design principles to ensure consistent experiences across devices.

Internships

DigiCap Ghana   2nd May 2023 - 12th May 2023
Network Security Intern
- Network Troubleshooting and Debugging.
- Virtual LAN (VLAN) Configuration.
- Knowledge of Industry Standards and Technologies
- Network Configuration and Administration Analytical and Research Skills.

American Tower Corporation   20th June 2022 - 19th August 2022
Network Security Intern
- Established communication infrastructures and developed LAN and WAN networks for communication and mobile device applications.
- Provided smooth communications by configuring LAN technology, wireless access points and controllers.
- Provided hands-on troubleshooting, routing and switching to resolve issues with efficiency.
- Maintained production network according to company SLA's to fulfil agreed-upon client specifications.
- Secured network systems by establishing and enforcing access control policies.

PROJECTS

FeatherCare – Cluck Control Dashboard

React, Tailwind CSS, Figma
 Designed and developed a custom dashboard to help poultry farm owners monitor and manage bird health.

- Integrated real-time data visualization and alerts.

- Reduced user task navigation time by 25% through optimized layout and intuitive controls.

pVault – Patient Check-In System

React, Tailwind CSS, Figma
 Designed and built the frontend for a healthcare web platform that allows patients to pre-check-in before hospital visits.

- Implemented hospital search, queue generation, and arrival guidance.

- Developed responsive UI components, improving user task completion speed by **40%**.

- Designed the end-to-end UX flow and prototyped key screens in Figma.

ApomudenCare – Healthcare Experience Platform

React, Tailwind CSS, Figma
 Developed a patient-centered platform focused on simplifying appointment scheduling and follow-ups.

- Led UX research and wireframing; conducted usability testing to refine user flow.

- Designed mobile-first responsive pages to ensure accessibility across all devices.

Education

University Of Cape Coast - Cape Coast   September 2019 - August 2023
Bachelor of Science, Computer Science

Ghana Secondary Technical School - Takoradi   October 2016 - May 2019
General Science

Leadership Role

Core Lead Team Member of Google Developer Clubs-GDSC (UCC Chapter)

References

References available upon request