

Richard Mensah

Phone: +1 973 370-0134 | <mailto:richard.mensah000@gmail.com>

[LinkedIn](#) | [Portfolio Link](#) | [@twitterhandle](#) | [GitHub](#)

FULL-STACK WEB DEVELOPER • JAVASCRIPT • HTML5 • CSS • BOOTSTRAP

Dedicated Full Stack Developer able to create effective solutions from concept to UX and SEO. Quick learner and team player adept in a wide array of scripting languages and multimedia Web tools.

Proficient in JavaScript, Node.js, Express, Angular, HTML5, CSS, Bootstrap, jQuery and Ajax.

Experience in troubleshooting mobile network connectivity issues.

PROFESSIONAL EXPERIENCE

TECHNICAL EXPERIENCE

Skills

- Javascript, jQuery, Node.js, Express, HTML5/CSS3, Bootstrap, Git, Angular.js, Lodash, Responsive Design, API/JSON, RESTful API, Firebase, MySQL, Ajax, State Management, Active Record, Command Line and creation of Content Management Systems (CMS).
- Understanding of: Database Theory, API's, Agile Methodologies, Presentation Skills, Research Methods, System Administration, Quality Assurance Testing, Social Coding Best Practices, Computer Science.

OTHER EXPERIENCE

AT&T Mobility, Paramus, NJ

2006 – Present

Network Support Specialist

2010 - Present

- Monitor, track and perform analysis of Key Performance Indicators (KPIs) of wireless network systems to identify and resolve performance anomalies.
- Identify, track and report on network issues/ outages to assist in root cause elimination.
- Coordinate fault investigation, isolation and resolution of challenging network problems utilizing strong knowledge of industry standard network tools and systems such as; Geoprobe, Access 7, Iris View and Wireshark.
- Troubleshoot mobile device network connectivity issues, VPN, IP, Wifi, Internet of Things (IoT), and smart devices.
- Utilize strong knowledge in mobile network technologies including; 2G, 3G, 4G LTE, SMS, MMS, Email, IP, VPN and other mobile network elements for voice and data routing and their interfaces.
- Train and mentor employees for career development.
- Developed a comprehensive troubleshooting manual for Mobility wireless equipment and network troubleshooting.

Customer Support Specialist | Help Desk

2006 - 2010

- Provided customer support including bill adjustments, product education and troubleshooting customer mobile devices on AT&T Mobile Network.
- Engaged device manufacturer support as needed to address software and hardware faults to ensure customer satisfaction.
- Supported then-emerging technologies and devices such as: WIFI Roaming, MIFI and IPADS until tools and technology enabled mainstream support.
- Troubleshot various email solutions such as BIS, BES, Microsoft exchange email, Pop3 emails and mobile, including laptop and other data connectivity devices and software issues.

SDC Stock Brokerage Services, Ghana

2003 – 2005

Research Assistant

- Analyzed financial models, handled research projects and updated ratings data.
- Assisted in the collection and analysis of data on special projects.
- Developed, populated and maintained spreadsheets and databases.

EDUCATION

Rutgers Coding Bootcamp Full-Stack Flex Program

April. 2016

Rutgers Coding Bootcamp's Full-Stack Flex Program is an intensive 24-week long boot camp dedicated to designing and building web applications.

Central University College, Ghana

May 2002

BS. Finance & Banking