

## Ernest Agyemang

(+233)599 -567-914

| [ern3st.agyemang@gmail.com](mailto:ern3st.agyemang@gmail.com)

| GitHub: [theernestagyemang](https://github.com/theernestagyemang)

### Education

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Results-driven Software Developer with 3+ years of experience in developing, maintaining, and supporting enterprise applications. Skilled in Java (Spring Boot), React JS, AWS, and observability tools, with expertise in diagnosing technical issues, improving system uptime, and optimizing performance.

### Experience

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#### IT Consortium | May 2024 - Present

##### Technical/ Application Support Engineer (Team Lead)

- Led a team in diagnosing and resolving technical issues across 5+ financial applications, maintaining 99% uptime and improving transaction success rates.
- Monitored and maintained customer applications using AWS CloudWatch, proactively identifying system performance issues, resolving transaction failures, and mitigating potential risks.
- Provided technical support by troubleshooting complex issues, initiating Root Cause Analysis (RCA) for critical incidents, and ensuring one-time resolutions.
- Managed incidents through Jira and Teamwork Desk, tracking over 100+ critical tickets within SLA timeframes and escalated issues to internal 3rd/4th-level teams and external vendors when necessary.
- Ensured continuous improvement by documenting APIs and processes using Swagger and Postman, and contributing to the internal knowledge base.
- Automated repetitive tasks using SQL queries and custom scripts, enhancing productivity by 20%.

#### EddieVolt | 2023-2024

##### Customer Service Agent (Remote)

- Delivered exceptional customer support through phone, chat, and email, ensuring prompt resolution of inquiries and issues.
- Assisted customers with order tracking, returns, product information, and account management, improving customer satisfaction rates.
- Utilized CRM tools to manage customer interactions, track issues, and maintain accurate records.
- Handled high-volume customer interactions efficiently while maintaining a positive and professional demeanor.
- Identified customer needs and provided tailored solutions, contributing to customer retention and loyalty.
- Collaborated with cross-functional teams to escalate and resolve complex issues quickly.
- Met and exceeded key performance indicators (KPIs) such as response time, resolution rate, and customer satisfaction scores.

#### AO Holdings Limited | September 2021 – April 2024

##### Business Application Software Developer

- Supported development and maintenance of 3 enterprise applications, utilizing React.js for front-end and Java Spring Boot/Graph QL for back-end services with microservices architecture to improve scalability and system modularity.
- Created robust unit tests for application stability, ensuring a 95% pass rate across test cycles.
- Leveraged observability tools (Grafana, Loki, Tempo, Prometheus) to enhance application performance monitoring.
- Maintained version control with Git and GitHub, promoting codebase integrity and collaboration.

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### Education

University of Ghana, Legon

Bachelor of Science, Computer Engineering

2017 – 2021

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### Skills

**Programming & Frameworks:** React JS, Java (Spring Boot).

**Version Control:** Git, GitHub

**Cloud Computing:** AWS, Microsoft Azure.

**Databases:** PostgreSQL, MySQL

**Observability:** Grafana, Loki, Tempo, and Prometheus

## Projects

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- **POS Business Application**
  - Technologies: Spring Boot, Thymeleaf, HTML, Bootstrap, CSS, JavaScript.
- **Job Search and Recruitment Portal**
  - Technologies: Java Spring Boot, React Js.

## Professional Certifications

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- AWS Certified Cloud Practitioner - [Badge](#) AWS Certified AI Practitioner - [Badge](#) AWS Certified Solutions Architect - [Badge](#)