

# Nana Agyekum

## Office Assistant

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### WORK EXPERIENCE

#### New Millenium Home Health

Office Assistant

Columbus, Ohio | May 2022 - current

- Developed security systems and implemented Google Drive and Azure to protect client information.
- Updating a client/patient organization system, increasing efficiency by 22%.
- Screening 45+ incoming calls per shift, retrieved messages and forwarded calls and messages to the appropriate personnel.

#### AVAAP

Analyst

Columbus, Ohio | December 2021 - May 2022

- Researched and provided cost-effective solutions that improved clients' business processes by adding or removing technologies.
- Wrote instructions for clients' staff in the use of cybersecurity systems and ERPs and followed up with clients.
- Discussed needs and wish lists with prospective clients

#### Ericsson

Sales Operations Intern

Basking Ridge, New Jersey | June 2021 - August 2021

- Drafted troubleshooting guides for common technical strategies.
- Created and reorganized SQL queries and scripts for internal troubleshooting.
- Analyzed diagnostic data to understand causes/correlations of network issues and presented results to internal staff.

#### RippleMatch

Internal Sales Intern

Remote | September 2020 - December 2020

- Developed a content strategy based on keyword research that resulted in improvement in search engine rankings.
- Collected feedback from users and identified trends that yielded actionable recommendations for improvement.
- Facilitated training workshops on database navigation and research strategies that increased attendance by 21% during the pandemic.

### SKILLS

#### Languages

- HTML
- CSS
- SQL
- C#
- R Studio
- JavaScript

#### Soft Skills

- Communication
- Customer Service
- Problem- Solving

### EDUCATION

#### Bachelor of Business Information Systems

Ohio University

2017 - 2021

Athens, Ohio

#### Relevant courses

- Advanced Information Systems
- Ohio International Consulting Project
- Academic Programs International

### CERTIFICATIONS

- SheCodes Basic, SheCodes
- Change Management, Prosci

### VOLUNTEER EXPERIENCE

*During my free-time, I enjoy giving back to those in need.*

- Ronald McDonald House Charity, Kitchen Host
- Timothy House, Athens Ohio