

Kwasi Oteng-Baah

SOFTWARE ENGINEER

kwasiob@gmail.com

647-780-3870

[linkedin.com/in/kwasi-otengbaah](https://www.linkedin.com/in/kwasi-otengbaah)

[Github](#)

[Portfolio](#)

PROFILE

I love creating and building beautiful things - I love solving problems - and I love coding - so I build beautiful things to solve problem

SKILL

Front-End: HTML, CSS, JavaScript, REST APIs, React JS, Document Object Model (DOM), APIs

Back-End: Node.js, Express.js, Knexx.js, Web APIs, User Authentication, OAuth, MySQL, MongoDB

Testing: Jest, Enzyme

Deployment & Development Tools: Heroic, Github, Webpack

Design & Collaboration: Figma, Penpot, Adobe CC, Office Suite,

Content Management & Website Builders: Wordpress, Webflow, Wix, Squarespace, Weebly

PROJECTS

2LVS Fashion House - Coder & UX Designer | Nov 2024 2024

- A standard Portfolio and information website for a small fashion company, using Bootstrap and Wordpress - Ongoing project

Portfolio Project - Coder & UX Designer | Dec 2024

- Personal portfolio built using React to showcase my work over time - Ongoing project

EDUCATION

BrainStation Bootcamp | Diploma, SOFTWARE ENGINEERING

JUL 2024 - SEPT 2024, TORONTO, ON

Toronto Business Development Centre - BUSINESS DEVELOPMENT & ENTREPRENEURSHIP

Academy of Design | Diploma, FASHION DESIGN

PROFESSIONAL EXPERIENCE

Full Stack Web Development Projects

Freelance/Personal Projects | Oct 2024 - Present

Developed a portfolio websites using React.js and Node.js to showcase technical skills and personal projects.

Built and deployed a variety of websites using different technology, languages, and platforms

Guest Service Agent

The St. Regis Toronto | Dec 2021 - Oct 2024

Serve as a primary point of contact for guest inquiries, requests, and concerns, ensuring timely resolutions and excellent service.

Manage guest room mini-bar inventory and ensure stock levels meet guest needs, increasing mini-bar sales by 10%.

Resolve guest concerns promptly, leading to a 20% improvement in guest satisfaction rating

Barista / Supervisor

Alcove Coffee Toronto | Mar 2019 - Dec 2019

Managed day-to-day operations of a busy café, overseeing staff, customer service, and inventory management.

Developed and implemented a diverse, inclusive menu, increasing customer traffic by 30%.

Reduced operational costs by 15% through strategic inventory management and process improvements.

In-Room Dining Server

The Ritz-Carlton Toronto | Sept 2018 - Dec 2019

Provided luxury 5-star butler service to hotel guests and residents, ensuring high levels of satisfaction.

Handled special requests, dining orders, and logistics in collaboration with kitchen and housekeeping teams.

Managed guest interactions with professionalism, ensuring privacy and comfort in a high-end setting.