# Frank Mensah

Chicago, IL | (773) 875-4389 | mensahfrank330@gmail.com | https://famfrank.vercel.app/ | linkedin.com/in/frankmensah/

**Full-Stack Software Engineer** with expertise in web application development, data engineering, and technologies like C++, JavaScript, and Python. Skilled in delivering high-quality solutions through cross-functional collaboration and technical problem-solving.

## Core Competencies

Frontend & Backend Development | Web Development | Prompt Engineering | Database Management | Agile Development |

API Integration | Software Development | Product Design | CI/CD | AI Research | AI Integration

## EDUCATION

**Bachelor of Science in Computer Science |** University of Illinois at Chicago                Graduated: May 2024

**Coursework:** Data Structures, Software Design, Object Oriented Programming, Web App Development, Algorithms, Database Systems

## PROFESSIONAL EXPERIENCE

### Skillstorm
**Associate Salesforce Developer** – Remote                                        Jan 2025 – Present
- Developed an Experience Cloud site for veterans to manage claims, appeals, and personal information, including disability, healthcare, education, and housing benefits.
- Built a Claims Processing App in Salesforce to automate case assignments, track claim statuses, and enforce eligibility rules, such as auto denying dishonorably discharged applicants.
- Designed custom reports and dashboards to analyze claim types, processing times, and appeal trends for improved decision-making.

### RYB Premier LLC
**Web Developer** – Remote                                                      Oct 2024 - Dec 2024
- Launched RYB Premier LLC's first website, increasing the business online presence and contributing to revenue growth through enhanced accessibility and branding.
- Integrated Calendly for appointment scheduling, EmailJS for client communication, and Stripe for secure payment processing, streamlining operations and improving user experience.
- Designed an engaging website aligned with the company's identity, boosting client accessibility of financial coaching services.

### Productive Edge
**Software Engineer Intern** – Chicago, IL,                                        June 2023 – Aug 2023
- Developed an AI model using OpenAI's ChatGPT and advanced prompt engineering techniques to match candidate resumes with job listings, categorizing candidates to optimize healthcare recruitment.
- Designed and implemented scalable data pipelines in Python and Azure Databricks to streamline the processing and integration of large datasets into MongoDB, enhancing data accuracy and workflow efficiency.
- Created and deployed a responsive Next.js web application for healthcare hiring managers to efficiently review candidate-job matches, improving recruitment time and decision making.
- Researched, evaluated, and integrated various Map APIs for the Map Exploration System to monitor and track opioid sales in U.S. pharmacies, identifying potential hotspots associated with opioid-related issues.

### University of Illinois Chicago, Recycling Department
**Data Engineer Intern** – Chicago, IL                                            June 2021 - Aug 2021
- Optimized data management by meticulously entering and tracking information with Python scripts, ensuring all documentation was complete and easily accessible.
- Utilized Excel and Macros for comprehensive data analysis on campus recycling, managing data entry, transfers, and augmentation.
- Improved operational workflows and streamlined the integration of a new Excel-based tracking system by collaborating with team members and coordinating with staff, significantly boosting overall efficiency.

## KEY PROJECTS

**FamFinance AI Chatbot**                                                            July 2024
- Developed an AI-driven customer support chatbot tailored to assist users with investment inquiries, enhancing user experience through real-time, automated responses.
- Implemented context-specific response handling, ensuring the chatbot accurately recognized and responded to finance-related inquiries while clearly communicating its limitations for non-finance topics.
- Integrated Firebase for secure user authentication and data management, ensuring personalized interactions for new and returning users.

**Find Your Roof Nonprofit Platform**                                            Feb 2024 - May 2024
- Created a centralized platform to assist homeless individuals in Chicago in accessing shelters, job opportunities, and permanent housing, leveraging Next.js to develop a responsive website.
- Incorporated Rapid and Leaflet APIs to provide an intuitive map visualization of housing and shelter locations.
- Managed tasks in ClickUp and Github for smooth Agile development workflow and contributed to Supabase's database architecture.

## TECHNICAL SKILLS

- **Languages:** C++, Java, Python, C#, JavaScript, TypeScript, SQL, Apex, SOQL, SOSL
- **Web Development:** REST API, HTML, React, NextJS, NodeJS, Bootstrap, Shadcn UI, Material UI, Tailwind CSS, REST APIs
- **Database Management:** MySQL, MongoDB, Supabase, Firebase
- **Others:** Microsoft Azure, Databricks, Agile, Scrum, Figma, Postman, Git, GitHub, Bitbucket, GCP, Jira, DevOps

## CERTIFICATIONS

**Salesforce Certified Administrator** (February 2025) **| Salesforce Platform App Builder** (February 2025)