

# REDEEMER AGBONUGLAH

## SOFTWARE DEVELOPER

reddev149@gmail.com • +233 54 791 5491 • <https://www.linkedin.com/in/red-d/>

---

### SUMMARY

---

With over 5 years of experience as a Software Developer, I craft intricate server-side systems and applications using diverse backend technologies. My expertise extends to frontend development, contributing to full-stack projects. A team player, I excel in communication and collaboration with clients and colleagues. With a proven track record in Agile environments, I ensure streamlined development processes and successful project outcomes. Committed to punctual project delivery and surpassing client expectations, my approach is distinguished by unwavering dedication.

### EXPERIENCE

---

*bigspark, **FullStack Backend Developer***  
*Jul 2024 - Mar 2025*

- Designed, developed, and deployed microservices to support insurance companies and enterprise clients, ensuring scalable and efficient solutions.
- Worked with the team to find automation opportunities, boosting technical support for end users and cutting down support tickets by 73%.
- Connected with client executives, sales teams, and IT stakeholders to make sure application functionality met business needs, raising customer satisfaction rates by 58%.

*NatWest Bank, **FullStack Backend Developer***  
*Aug 2024 - Mar 2025*

- Created a microservice for Northwest Bank that lets customers lodge complaints, using an LLM to assess and respond, boosting customer satisfaction by 58%.
- Built a solid backend to work smoothly with the React frontend, improving system performance.
- Implemented security measures to anonymize sensitive PAN details before reaching the LLM, protecting customer privacy.

*Nnuro HealthTech, **Backend Developer***  
*2019 - 2021*

- Implemented microservices architecture to boost system scalability and maintainability, significantly enhancing application performance.
- Built a comprehensive B2B pharmaceutical system using Java and Python, implementing Clean Architecture, MVC, and Hibernate for clear and reusable code.
- Deployed Docker for consistent development environments and streamlined deployment processes, enhancing overall system reliability, resulting in a 10% reduction in work hours and a 5% improvement in project delivery times.

*Arkesel, Full Stack Backend Developer*  
2021 - 2023

- Worked with a team to build an application with USSD functionality, boosting mobile user engagement by 25%.
- Used Clean Architecture for better code organization and reusability across different platforms.
- Developed a user-friendly Bulk SMS Service, enhancing client communication capabilities by 40%.

## EDUCATION

---

*Northeastern University*

*Master's Degree • Data Modeling/Warehousing and Database Administration • 2025 - 2027*

Pursuing a Master's degree with a focus on Data Modeling, Warehousing, and Database Administration, gaining hands-on experience in designing data architectures, building ETL pipelines, and managing large-scale databases.

*University of Ghana*

*Bachelor of Science in Computer Science • 2019 - 2024*

Earned a Bachelor of Science in Computer Science with core focus areas in software development, algorithms, data structures, and system design.

*Bishop Herman College*

*General of Science • 2016 - 2019*

## LICENSES & CERTIFICATIONS

---

**ISO/IEC 27001:2022. Information Security Management Systems**

Udemy • [ude.my/UC-8cc764f8-665d-4d6c-a2c2-7a67024ecbdc](https://www.udemy.com/course/uc-8cc764f8-665d-4d6c-a2c2-7a67024ecbdc/) • Issued Jun 2024

**Anti-bribery Management System**

Udemy • [ude.my/UC-f46ea622-e647-45ba-9d15-89e0eb98b272](https://www.udemy.com/course/uc-f46ea622-e647-45ba-9d15-89e0eb98b272/) • Issued Jun 2024

**Professional Scrum Master (PSM 1)**

Issued Jan 2022

**Microsoft Azure Fundamentals**

Issued Aug 2020

## SKILLS

---

Databases( SQL, NoSQL, Query optimization, indexing strategies) • Core Java (Streams, Lambdas, Optionals, JVM Internals, Multithreading) • Microservices & Architecture (Configuration management, Circuit breaker, Event-driven Architecture) • DevOps (Docker, Kubernetes Basics, CI/CD • Version Control & Collaboration • Secure API development practices • Domain-Driven Design (DDD) • React.js • PSR standards • Asynchronous Programming

## HONORS & AWARDS

---

**Innovation Collaboration Award**

NatWest Group • 2024

Recognized for spearheading the development of a sentiment-aware complaint handling microservice using large language models (LLMs), significantly improving customer satisfaction and operational response time.

**Outstanding Engineering Contribution**

*Nnuro Technologies Ltd • 2021*

Awarded for building a scalable B2B pharmaceutical system that enhanced system performance by over 30% through Clean Architecture and Dockerized microservices.

***GT Bank Machine Learning Hackathon***

*GT Bank • Nov 2023*

Participated in a competitive hackathon hosted by GT Bank, where I developed a machine learning model to predict customer churn and recommend retention strategies. The solution leveraged customer behavioral data to drive business decision-making.