

# James Zokah

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<https://jammiz.vercel.app>

## EDUCATION

### **University of Ghana**

Programme: Information Science, Political Science.

## WORK EXPERIENCE

### **Frontend Web Developer | ShaQ Express | ShaQ App – Accra, Ghana**

Aug 2024 - current

- Designed and developed real-time tracking applications for monitoring passport and package deliveries, improving transparency by 85% and reducing customer service inquiries by 60%.
- Built an internal operations dashboard for managing riders, tracking deliveries, and overseeing the entire operations for both passports and packages, cutting operational bottlenecks by 40%.
- Implemented a third-party logistics (3PL) management system to onboard, monitor, and collaborate with external delivery companies, boosting delivery capacity by 55% and reducing delivery times by 25%.
- Led the frontend team in building the Shaq App Web (React + Next.js), a responsive super app for ordering food, groceries, pharmacy items, and more nationwide, increasing conversion rates by 35%.
- Developed and managed the Shaq App Admin Dashboard for managing vendors, shops, users, and orders, reducing vendor onboarding time from 3 days to under 6 hours.
- Successfully delivered multiple high-impact features while working under intense deadlines and high-pressure operational conditions.

### **Contract | Ministry of Foreign Affairs (MFA) Ghana**

May 2025 – current

- Designed and implemented a real-time interactive dashboard for tracking passport deliveries nationwide, reducing delivery delays by 30% through proactive monitoring and route optimization.
- Created beautifully designed analytical graphs and charts to simplify the understanding of delivery progress, helping stakeholders easily interpret data and make informed decisions.

### **Internship | National Health Insurance Scheme (NHIS), Ghana**

Aug

2023 – Oct 2023

- Processed 100+ new member card applications daily, reducing turnaround time by **25%** and improving service efficiency.
- Designed and implemented a tracking system for card replacements, increasing customer satisfaction by enabling faster and more accurate service updates.
- Assisted in handling high volumes of customer inquiries and provided administrative support, showcasing strong customer service, problem-solving, and teamwork skills.
- Developed a custom automation script to extract PDF data into Excel, significantly reducing manual data entry time and minimizing errors.

### **Full Stack Developer (React Native + Next.js) | Success Life**

Accra, Ghana

Mar 2025 – Aug 2025

- Built the Success Life mobile app (React Native), delivering motivational, educational, and spiritually uplifting content to a global audience, increasing daily active user engagement by 70%.
- Developed an interactive admin dashboard (Next.js) for managing video courses, podcasts, devotionals, and posts, reducing content publishing time from 48 hours to under 4 hours.
- Integrated social features, including likes, comments, and sharing, to boost community engagement, increasing content interaction rates by 50% in the first 3 months.
- Published the app on the **Google Play Store**, making it publicly accessible and reaching thousands of users.

## **PROJECTS**

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### **Ghana College of Nurses & Midwives (GCNM) Residents' Registration Portal (Next.js, Tailwind)**

- Designed and developed a multi-step registration system for the Ghana College of Nurses and Midwives (GCNM), enabling residents to seamlessly register for their academic semester online.
- Deployed the application and by the first two weeks, achieving adoption by about 1,000 nursing resident students in its first semester of use.
- Streamlined complex demographic and academic data collection into user-friendly progressive forms, reducing incomplete registrations by 40%.
- Integrated validation and submission workflows with backend services to ensure secure data handling and compliance with institutional requirements.
- Supported GCNM's broader mission of digital transformation by reducing paperwork and enhancing the efficiency of administrative processes.

Link: <https://gcnm.vercel.app> | <https://gcnm.edu.gh>

### **Zokah AI – Conversational Shopping Assistant (Next.js / MCP-UI / Storefront MCP)**

- Developed a chatbot (Zokah AI) that integrates with an MCP server connecting to the **Allbirds** online store, enabling real-time product search, adding items to cart, browsing variants, and checkout flows.
- Leveraged **MCP-UI** to embed interactive UI components (product cards, image galleries, “Add to Cart” buttons, variant selectors) directly inside the chat interface for a seamless and visual user experience.
- Designed backend logic to translate chat intents into MCP tool calls (search, cart, policies) and coordinate UI updates with the frontend.
- Ensured security by sandboxing remote UI execution and handling untrusted input safely.
- Enhanced user experience by collapsing what would normally take webpage navigation + clicks into a conversational, visual flow — boosting engagement and lowering friction.
- Extended functionality by integrating **interactive experiences like Minecraft-style and Mario Kart gameplay** directly within the chatbot interface, transforming it into a **multi-purpose engagement hub**.

Link: <https://zokah-ai.vercel.app/> | <https://mcpstorefront.com/?store=allbirds.com>

### **Hallynk - A Hostel of Every Student’s Dream (Web App)**

- Employed Next.js, a React framework, to craft a dynamic and responsive user interface that facilitates real-time communication, screen sharing, and interactive features.
- Built a robust Nextjs server to handle authentication, room management, and signaling, ensuring efficient and reliable data exchange between users.

Link: <https://hallync.vercel.app/>

## **ACHIEVEMENTS / AWARDS**

### **Teaching Assistant – Python Programming Course (*University of Ghana*)**

- Selected as a Teaching Assistant for one of the university’s most in-demand Python courses, recognizing exceptional programming proficiency and academic excellence.
- Guided hundreds of students in mastering Python fundamentals, advanced concepts, and practical problem-solving techniques.
- Designed and delivered interactive tutorials and hands-on workshops, improving students’ comprehension and fostering a sustained interest in programming.
- Provided one-on-one mentorship and code review, helping students improve project quality and achieve higher assessment scores.

## **SKILLS AND INTERESTS**

### **Skills**

Nextjs  
React.js  
Node.js  
Python  
Dart,  
Flutter  
PostgreSQL  
JavaScript  
Html5  
CSS3,

### **Tools**

Docker,  
Git

### **Soft Skills**

Problem-solving  
Critical Thinking  
Creativity  
Collaboration  
Thrives Under Pressure

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## **CONTACT**

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