James Zokah

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https://jameszokah.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

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

CONTACT

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