

Dubard Jones

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☎ +49 152 31657334

📍 Harbel, Liberia

🌐 LinkedIn

LANGUAGES

English (Native)

German (Very good knowledge)

SKILLS

IT & Technical Support

- Hardware/software installation & configuration
- Technical troubleshooting & incident resolution
- Functional testing & bug reporting
- Ticketing systems (Jira)
- Office 365 administration
- Mobile Device Management (MDM)
- EHR systems & FHIR standards
- Basic Python

Web Design & Development

- HTML5, CSS, JavaScript
- React.js, Typescript
- Responsive web design
- CMS platforms (Wix, Budibase, n8n integrations)
- UX/UI principles and accessibility (WCAG)
- Wireframing & prototyping (Figma)

Digital Tools & Productivity

- API integrations
- Basic Python
- Version control (Git/GitHub)
- Data entry, documentation & reporting
- Content creation and layout troubleshooting
- Zephyr Scale (Software testing)

Soft Skills

- Strong communication & collaboration
- Problem-solving & analytical thinking
- User-centered mindset
- Adaptability
- continuous learning

REFERENCES

Lucina Blatty, *Chairperson*, MOCSA CH
lucinablatty@bluewin.ch, +41 79 757 0128

Bobby Ballah, *Technical Director*, Oneclick
+ 231 77 544 1874

EDUCATION

MSc in Digital Health, Deggendorf Institute of Technology

Since 10/2023 – Present | Pfarrkirchen, Germany (Hybrid)
Focus: Health informatics, Human-Computer Interaction, Data Privacy

BSc in Computer Science, Western Ukrainian University

09.2018 – 06.2022 | Ternopil, Ukraine
Focus: Programming, Project Management, Digital Systems

PROFESSIONAL EXPERIENCE

Product Support Designer, Werksoft GmbH

09.2023 – 02.2024 | Brandenburg, Germany

- Delivered IT and software support for digital systems, resolving layout, configuration, and performance issues.
- Conducted functional testing, documented bugs, and supported agile development workflows.
- Improved user experience through interface adjustments and workflow optimization.
- Prepared support documentation and communicated technical updates to stakeholders.

User Research & Testing Intern, Global Tech

08.2021 – 02.2022 | Kyiv, Ukraine

- Performed usability evaluations and identified system issues affecting user performance.
- Documented bugs and prepared detailed reports for ICT and development teams.
- Assisted with onboarding materials and user guidance for software tools.
- Conducted task-based testing for web and mobile interfaces.

Web Support & Graphic Design (Volunteer), Oneclick

07.2015 – 08.2018 | Monrovia, Liberia

- Designed and maintained client webpages using HTML/CSS.
- Resolved layout and content management issues for websites.
- Created visual content for digital campaigns.
- Provided basic IT and web assistance to staff and clients.

PROJECT(S)

Heuristic Evaluation – Doctorlib (Health Appointment System)

08.2024 – 08.2024

- Assessed a healthcare booking system for usability and functionality.
- Identified navigation issues and suggested improvements for developers and support teams.

Menssol – Mental Health App (University Project)

03.2024 – 06.2024

- Contributed to prototype design and user experience testing.
- Worked with a team to implement accessible design features.

CERTIFICATES

Web Development - Codeacademy
2023

UX & Design Thinking - Interaction Design Foundation

2025

Health IT Fundamentals - Coursera
2025

Software Testing Bootcamp - Udemy
2025

DECLARATION



Dubard Jones
November 17, 2025