

DJANGMAH FELIX

I am a dynamic, innovative, competent, and hard-working person with experience in IT Technical assistance for more than six years, possessing a proven ability to assist with the day-to-day running and management of both inside and outside activities. Well-mannered, articulated, and able to act as a point of contact for colleagues and external clients meeting challenges while remaining confident and good-humored under pressure with the necessary resources.



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Plt. 55, Blk D Edwenase - Kumasi. (AK-289-7864)

OBJECTIVES

I am currently seeking an opportunity with an exciting, innovative, and reputable business organization which will make the best use of my I.T. knowledge and experience to achieve the organizational goals yet enable further personal and professional development.

SKILLS

1. Computer Software development in Java, C#, Visual Basic, C++ and Full-Stack Web based Applications.
2. Computer hardware repair and troubleshooting.
3. Good in Microsoft Office Suite and Google Workspace.
4. Very good typing skills.
5. Network configuration and support.
6. Installation and troubleshooting of CCTV cameras.
7. Running and troubleshooting printers.
8. I possess very good and strong analytical and logical reasoning skills in computer programming.
9. Teaching.
10. Good communication skills.
11. Very good in customer relationships and customer satisfaction.

EDUCATION AND TRAINING

INSTITUTION	QUALIFICATION	YEAR
University of Education, Winneba	DEGREE (BSc. Information Technology)	2014 – 2018
Teachers' Senior High School, Osenase	WASCE	2008 – 2012
Dispensational Gospel Mission Academy, Asuom	BECE	2004 – 2007

OTHER TRAINING

1. Nanodegree on Data Science – Udacity.
2. 1 Week seminar on statistical data analysis using SPSS.
3. 1 Year of training in graphic design as a member of the Information Technology Students Association (INFOTESS).
4. 1 Year of training in computer hardware as a member of the Vibrant Technicians – A pure practical computer hardware training association.

WORK EXPERIENCE

IT Technician and Operations Manager – [Healthline Medical Center - Accra], (*October 2023 – Present*)

- Install and update software applications
- Provide technical support to workers
- Provide training and support for new workers
- Monitor and approve stock activities and transfers.
- Stock Management and internal Auditing.

Software Engineer and Technical Assistance – [Ajok-green Pharmacy – Kumasi], (*June 2024 – Present*)

- Install and update software applications
- Provide training and support for workers
- Provide technical support and maintain office network infrastructure.

IT Technician – [Felduf Pharmacy – Kumasi], *(November 2024 – Present)*

- Resolving hardware, software and network issues
- Install and update software applications

Software Engineer – [Kumasi Hospital - Sokoban] – *(September 2021 - Present)*.

- Install and update software applications
- Provide technical support to workers

IT Technician – [Ericvee Pharmacy Ltd - Kumasi], *(June 2017 – Present)*

- Configure and maintain office network infrastructure
- Provide technical support to workers
- Resolving hardware, software and network issues
- Data entry and reporting

IT Technician – [Ikemena Pharmacy - Kumasi], *(June 2016 – Present)*

- Provide technical support to workers
- Resolving hardware, software and network issues
- Install and update software applications

General Manager – [Boiling Point Company Ltd.] - *(September 2019 – March 2020)*.

- Lead a team of employees and oversee daily operations to ensure business growth and operational efficiency
- Establish partnerships and negotiate contracts with key suppliers and stakeholders
- Developed and implemented a software solution resulting in enhancement of customer relationship management and allowed seamless collaboration between branches, ensuring consistency in messaging and strategy.

National Service Personnel [Ghana Revenue Authority (GRA) – Kwadaso STO] - *(September 2018 – August 2019)*.

- Assisting Tax Payers in calculating and filing taxes.
- Entering and uploading all tax paying documents into the company's software.
- Generating End-of-Month Report on the number of filers for each type of tax.
- Assisting office workers on technical issues.
- Troubleshooting office printers.

Computer Programming Tutor

Programming with Visual Basic and Java at Infotess Community of Practice (UEW)
(2017 – 2018).

Attachment (Assistant ICT Tutor)

Asuom Senior High School
(May 2015 – August 2015).

Class Teacher

Glory Preparatory School
(2013 - 2014).

Mobile Banker

Radiant Micro-Finance Ltd
(2012-2013).

OTHER INFORMATION**Languages**

English, Twi, Ga, and Krobo.

Interests and hobbies

Coding, Reading, Surfing the internet, and listening to music.

REFEREES

1. Mr. Martin Doe
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