

# MICHAEL ANNIN-OFFEI

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## SUMMARY

Results-oriented IT professional with a strong foundation in software development and Agile methodologies. Proven ability to deliver exceptional technical support while demonstrating leadership skills in a Scrum Master role. Seeking a challenging position to leverage technical expertise and Agile acumen to drive project success.

## TECHNICAL SKILLS

**Programming Languages:** Python | SQL | HTML/CSS | JavaScript | Django | Next.js |

**Software Development Tools:** Visual Studio Code | Jupiter Notebook | PowerBi | Pytorch | WordPress | Git | Vercel | Firebase |

**Project Management:** Agile Methodologies | Jira |

**Others:** Microsoft Windows | MacOS, Linux | Microsoft Office Suite | Networking and Software Installation and Configuration | Troubleshooting and problem-solving | Technical Support |

## PROFESSIONAL EXPERIENCE

### Senior Sales Lead

December 2023 - present

**Regency Management Services** | Pennsylvania, USA

- Developed and executed strategic sales plans, resulting in a 20% increase in B2B customer acquisition within a single quarter.
- Implemented CRM strategies that optimized sales pipeline management, boosting efficiency by 30% and aiding in lead prioritization
- Conducted market analysis that aided in adjusting sales techniques, improving overall customer conversion rates by 20%.

### I.T Support Specialist

December 2022 – present

**Offex Technology** | Global (USA, UK, China, Africa)

- Experience providing professional technical support to clients, improving customer service and maintaining software.
- Increased client satisfaction by 18% within one year.
- Installed, configured and maintained hardware and software and troubleshooted and resolved technical problems.

### Software Engineer

November 2020 – December 2022

**Deeper Enterprise Management (Shanghai) Co. Ltd.** | Shanghai, China

- Enhanced e-commerce platform using algorithmic product matching, resulting in an 18% sales increase.
- Managed technical issue resolution, addressing Tier 1 tickets and coordinating escalations for Tier 2.
- Conducted software testing, pinpointed and rectified bugs, achieving an 18% boost in operational efficiency.

### Scrum Master

November 2018 – September 2020

**The Fairy Godsister, Inc** | New York, USA

- Helped navigate Scrum events, including Sprint Review for an 11-person team.
- Participated in Agile ceremonies, including sprint planning, daily stand-ups and retrospective meetings for project execution.
- Partnered with developers to design and implement new features for a customer-facing application, which saw a 24% increase in user engagement metrics.

### Software Engineer Junior Scrum Master

September 2017- December 2018

**Envoy Culture, Inc** | USA/China

- Built 2 self-managing teams capable of achieving release goals and delivery objectives following Scrum principles.
- Implemented industry best practices for software engineering, like Agile methodology, UI/UX design, DevOps, code review.
- Hosted 25+ Agile ceremonies, including daily stand-ups, sprint planning, sprint reviews and sprint retrospectives.

### Desktop Support Engineer

September 2013 – July 2014

**Forest Services Division** | Sunyani, Ghana

- Orchestrated monthly meetings for a team of 25+, bolstering teamwork and communication.
- Managed and serviced office IT equipment, achieving a 14% boost in operational efficiency.
- Systematized inventory management, ensuring timely restocking and resource availability.

### Data Entry Intern

November 2012 - July 2013

**United Nations Development Program (GEF/SGP)** | Accra, Ghana

- Managed and processed data for monthly statistical reports, ensuring integrity and timely closure of terminated records.
- Demonstrated proficiency in Excel to maintain and analyze household budgets, showcasing analytical skills and attention to detail.
- Maintained and updated database, achieving a 98% accuracy rate, emphasizing data management skill

## EDUCATION

### M.SC, SOFTWARE ENGINEERING

2015 - 2017

Wuhan University | Wuhan, China

### BSC, NATURAL RESOURCES MANAGEMENT

2009 – 2013

Kwame Nkrumah University of Science and Technology | Kumasi, Ghana

## ADDITIONAL HIGHLIGHTS

### VOLUNTEER EXPERIENCE

#### *OffexTech | Accra, Ghana*

- Engaged in a project management workshop:
  - Achieved a 15% budget reduction without compromising project quality.
  - Delivered the project punctually and within the allocated budget.
  - Garnered positive endorsements from clients and stakeholders.
- Played an integral role in the import/export business lifecycle, encompassing research, preparation, and execution.
- Spearheaded the development and management of vital import/export documentation, including invoices, bills of lading, and customs declarations.

### WORKSHOPS

- Databank Universal Economic School (DUES) Greatness Summit**

2010

*Databank, Ghana*

- SRC leadership Seminar (Unleashing the Leadership in You)**

2012

*Accra, Ghana*

### CERTIFICATIONS

- Professional Scrum Master 1 (PSM1)
- Agile Job Simulation by JPMorgan Chase & Co.
- Course Central Certificate of Achievement in Data Science and Machine Learning with Python.
- Databank Leadership Greatness Summit, 2010.
- 5th International Conference on Imaging, Signal Processing, and Communications (ICISPC 2021), Kumamoto, Japan.
- Software Engineering Virtual Experience by JPMorgan Chase & Co.
- CSS, JavaScript, PHP and Python Programming All in one course.
- Data Entry Course for Beginners to Advanced

### PROJECTS

- Helped to develop an algorithm to address noisy labels in Person Re-identification, enhancing accuracy.
- Assisted in constructing a website integrating machine learning for personalized product recommendations.
- Developed a full-stack items management app using Next.js, Material UI and Firebase. (<https://items-app.vercel.app/>)
- Created a Python-based trivia game utilizing the Open Trivia Database API to fetch random questions across various categories. Players can answer questions repeatedly until they choose to quit. The game provides immediate feedback on answer correctness. Future enhancements may include scoring, time limits, and advanced question filtering options.
- Developed a responsive personal portfolio website showcasing my skills and projects. Utilized HTML, CSS, and JavaScript to create a dynamic and interactive platform highlighting my abilities in web development.

**LANGUAGES:** English, Chinese / Mandarin, Twi

**HOBBIES:** Reading | Basketball | Aerobics