DAVID AKOTO AGYEI

IT SUPPORT SPECIALIST / SOFTWARE DEVELOPER

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PROFESSIONAL SUMMARY

Skilled Software Developer with expertise in full-stack development, specializing in Angular, Flutter, and Python. I build impactful mobile apps, dynamic web applications, and scalable backend systems using frameworks like Flask, delivering user-centric solutions aligned with business goals. I grew a social media account to over 400,000 followers, demonstrating digital engagement and content strategy skills. My IT support experience includes resolving complex technical issues and optimizing workflows. Passionate about clean code and collaboration, I drive innovation and success.

TECHNICAL SKILLS

- **Programming Languages:** Python, Dart, TypeScript, JavaScript, HTML, CS**S**
- **Frameworks:**
  Web Development: Angular, Flask, Tailwind
  Mobile Development: Flutter

Tools & Platforms:
- Git, GitHub (Version Control)
- Virtualenv, pip (Python Package Management)
- Node.js, npm (for Angular development)

Digital Engagement & Content Strategy:
- Social Media Management (built and maintained a Snapchat account with 400,000+ followers)
- Content Creation & Analytics (leveraged to grow a large online following)

IT Support & Troubleshooting:
- Debugging and resolving software/hardware issues
- Workflow optimization and technical support

PROFESSIONAL EXPERIENCE

Software Developer & IT Support , Ghana Library Authority
2023 – 2024

- Developed and maintained web and mobile applications using Angular, Flutter, Python, and FastAPI, delivering reliable and user-focused software solutions.
- Created a complaint management system using Angular and Node.js, reducing issue resolution time by 40%.
- Developed the GHLA complaint web app using Angular and Node.js, enhancing user feedback and operational efficiency.
- Designed and implemented the GHLA complaint mobile app using Flutter, improving accessibility for users.
- Diagnosing and resolving issues with computer hardware,
- Setting up new computer systems, software installations, and network configurations

IT Support , SharpNet.Ltd - Osu
2019- 2020

- Provided technical support to end-users, diagnosing and resolving hardware and software issues to ensure seamless operation.
- Maintained a 90%+ satisfaction rate by efficiently resolving computing technical support issues weekly.
- Diagnosed network and hardware issues, improving user experience and system reliability.
- Delivered IT services, including printing, binding, photocopying, and scanning, to meet user needs.

EDUCATION

DEGREE

2019- 2023

Ghana Communication Technology University
Bachelor Of Science In Information Technology
Tesano - Accra

PROJECTS

- **Portfolio Web App** (https://david24242442.github.io/portfolio/)
  Showcased my web development skills through a responsive Angular-based portfolio.

- **Forex Price Tracking** (link -https://david24242442.github.io/forextracker)
  Built a Python-based tool for real-time forex tracking, supporting customer financial needs.

- **DatingMobileApp** (https://docs.google.com/uc?export=download&id=1v4t8CumF6ip-YrIZgPm7TsGHWxzDQMLl)
  Dating app with swiping, Firestore, Google Sign-In. - Install: Enable "Unknown Apps," download, install.

- **Movie Recommendation Web App** (Link- https://movie-6d6e2.firebaseapp.com/) ongoing
  Created an Angular-based web app with personalized recommendations, enhancing user engagement. (ongoing)

- **Buwelo Mobile App** (https://github.com/David24242442/Buwelo)
  Developed a Flutter app for a Company called Buwelo.

- **Movie Bot (Telegram Bot)** (https://t.me/davidadom24bot)
  This is a bot that provides the current Available movies, which are about to be shown on Silver Bird Cinema

REFERENCES

Madam yaa
HOD – GHLA

Phone: 054 312 8154

Mr. Samuel Obeng
HOD(IT) – GHLA

Phone: 024 304 5061