BENJAMIN ADU BOATENG

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PROFESSIONAL SUMMARY

Transforming data into decisions and problems into solutions. Business Information Technology graduate from KNUST with hands-on experience in IT support, automation, and data analysis. Skilled in using technology to improve efficiency and user experience. Recently completed national service in a real-world IT environment. Ready to contribute technical skills, energy, and problem-solving ability to a results-driven team.

CORE SKILLS

- IT support and troubleshooting
- Hardware and software installation
- Excel and VBA automation
- Data analysis and reporting
- HTML and CSS
- JavaScript basics
- Python basics
- Data entry and records management
- User support and communication

EDUCATION

BSc Business Information Technology
Kwame Nkrumah University of Science and Technology, Ghana

WORK EXPERIENCE

IT Support Technician. National Service
University Information Technology Services, KNUST

- Provided technical support to staff and students
- Diagnosed and resolved hardware and software issues
- Installed and configured computer systems and applications
- Assisted users with Excel tools and basic automation
- Maintained accurate records of support requests

PROJECTS

Excel VBA Automation Tools

- Built automated Excel tools to reduce manual reporting
- Improved data accuracy and processing speed

Healthcare Website Development

- Developed frontend pages using HTML, CSS, and JavaScript
- Supported basic patient registration and scheduling workflows

IT Support Tasks

- User account setup and system troubleshooting
- Hardware maintenance and software updates

CERTIFICATIONS

- Google IT Support Certificate
- ALX Software Engineering Program
- EFSET English Certificate
- Google Data Analytics Certificate

INTERESTS

Technology and innovation, coding challenges, data analysis, and mentoring youth in tech.

REFERENCES

Available upon request