

Joseph Samuel Kwesi Kaku

Sandy, UT | 208.219.4421 | josephkaku196@gmail.com | www.linkedin.com/in/joseph-kaku | Portfolio

Web Developer proficient in ReactJS, NextJS, JavaScript, and Python, with expertise in CSS, including TailwindCSS, for seamless user interfaces. Skilled in SQL, MongoDB and Prisma for efficient data management and manipulation. Experienced in TypeScript for robust code development and Figma for UI/UX design. Knowledgeable in Agile methodologies for streamlined project execution and

EDUCATION

BS. SOFTWARE ENGINEERING | BRIGHAM YOUNG UNIVERSITY - IDAHO | EXPECTED APR 2024

SKILLS

- | | | | | |
|-----------|---------|---------------|----------------|--------------|
| • ReactJS | • CSS | • TailwindCSS | • JavaScript | • TypeScript |
| • NextJS | • SQL | • UX/UI | • MongoDB | • Figma |
| • Python | • Agile | • Service Now | • Team Dynamix | |

EXPERIENCE

IT SUPPORT TECHNICIAN | BRIGHAM YOUNG UNIVERSITY - IDAHO | JAN 2021 - PRESENT

- Achieved a 98% incident completion rate by efficiently debugging, diagnosing and resolving technical issues using front-end tools like Team Dynamix, Remote Desktop, and Active Directory
- Improved the overall user experience and fostered trust and collaboration between support team and faculty members using monitoring and real time interaction tools that minimized disruptions by 95%, significantly improving operational efficiency
- Oversaw a large team of 30 support technicians by assigning techs to tickets using a point based system that was based on factors such as SLA's, Bussiness/user Impact, available resources and urgency

IT PROJECT LEAD | BRIGHAM YOUNG UNIVERSITY - IDAHO | JAN 2022 - APR 2022

- Coordinated the seamless replacement of IT equipment in collaboration with faculty members, ensuring minimal disruption to campus operations.
- Facilitated communication and coordination between engineering teams and stakeholders to ensure timely project execution and delivery.
- Oversaw and managed a team to successfully execute IT projects, ensuring adherence to timelines and quality standards.

IT ENGINEERING INTERN | LDS CHURH | APR 2022 - SEP 2022

- Leveraged ServiceNow as a ticketing system to efficiently manage and prioritize IT service requests, ensuring timely resolution and enhanced user satisfaction.
- Utilized SSH protocols to remotely control servers and manage infrastructure, facilitating seamless file transfers and system administration tasks.
- Implemented SolarWinds network monitoring software to proactively detect, diagnose, and resolve network performance issues, minimizing downtime and optimizing network efficiency.

PROJECTS

FULL STACK PLUMS (PERSONAL LEARNING MANAGEMENT SYSTEM) WEBSITE

- Developed a full-stack Personal Learning Management System website in a collaborative team of three, employing NextJS, Prisma, PostgreSQL, React, Tailwind CSS, and the Flowbite UI library, showcasing comprehensive expertise in web development technologies and fostering effective teamwork and collaboration.

FULL STACK COSMETOLOGY WEBSITE

- Collaborated with a partner to design and develop a robust full-stack cosmetology website utilizing Next.js, Firebase, React, Tailwind CSS, and the Flowbite UI library, delivering an intuitive user experience and seamless functionality.