

JOSEPH SAMUEL KWESI KAKU

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Education

Brigham Young University - Idaho

Expected April 2024

Bachelor of Science in Software Engineering

Rexburg, Idaho

Skills

Technical Skills: HTML, CSS, SQL, JavaScript, MongoDB, Git, NodeJS, ExpressJS

Soft Skills: Goal Setting, Critical Thinker, Detail Oriented

Work Experience

Brigham Young University-Idaho Unified Support (IT

January 2021 - Present

Department

IT Technician

Rexburg, Idaho

- Completed at least 7 incident tickets a day with 98% success rate
- Achieved a customer satisfaction rate of 95%, working with faculty members
- Oversaw a team of 3. Had a 96% success rate in closing out tickets

Returning Bright Ambitions (RBA)

September 2021 - Present

Marketing Lead

Rexburg, Idaho

- Developed and executed a comprehensive marketing strategy and increased scholarships awareness by 50%
- Influenced redesign of RBA website, resulting in a 30% increase in user engagement and applications
- Created engaging content and managed social media to communicate RBA's mission by 80%

The Church of Jesus Christ of Latter-Day Saints

April 2022 - September 2022

IT Engineer

Riverton, Utah

- Resolved tickets with a 100% rate of success for a period of over 2 months
- Managed the ServiceNow application daily for over 3 months, success rate 95%

The Church of Jesus Christ of Latter-Day Saints

November 2018 - April 2019

Genealogy Specialist

Cape Coast, Ghana

- Trained a group of about a hundred people on genealogical software
- Conducted outreach programs to educate on average 15 people a day on importance of genealogical work

Volunteer Experience

Heber J Grant Mentoring Program

September 2019 - December 2019

Peer Mentor

Rexburg, Idaho

- Met with mentees weekly to assess college situations, financially, mentally, emotionally
- Set timely financial, mental, and social goals with mentees and followed up weekly