

# EDWIN ADU ADJANOR

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Dansoman, Accra

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GitHub Profile: <https://github.com/PopAge>

## EDUCATIONAL QUALIFICATION AND BACKGROUND

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### ✦ BACHELOR OF SCIENCE, INFORMATION AND COMMUNICATIONS TECHNOLOGY

University of Education, Winneba

September 2018 - October 2022

## CERTIFICATIONS

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- ✦ Introduction to Data Science, CISCO Networking Academy ([https://www.credly.com/badges/f4ae92cb0196-4cfa-8e60-7a0f695a9034/public\\_url](https://www.credly.com/badges/f4ae92cb0196-4cfa-8e60-7a0f695a9034/public_url)) – 2023
- ✦ Full-Stack Nanodegree, ALX-UDACITY (<https://www.linkedin.com/in/edwin-adjanor241707195/details/education/>) – 2022.
- ✦ Introduction to Cybersecurity, CISCO Networking Academy([https://www.credly.com/badges/a5c252c1559a-42cc-b0d6-e97d11752bab/public\\_url](https://www.credly.com/badges/a5c252c1559a-42cc-b0d6-e97d11752bab/public_url)) – 2021

## PROJECTS

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### Full-Stack Nanodegree, ALX-UDACITY

- ✦ Trivia:
  - Demonstrated API development and documentation skills by developing an app to host questions from a range of fields for a game and allow players to test their knowledge by playing the trivia game.
  - Utilized test-driven development for REST API's and implemented tests using unittest.
- ✦ Project Fyyur: Demonstrated SQL and Data modelling skills by creating a site to help coordinate bookings between artiste and venues utilizing PostgreSQL.
- ✦ Coffee Shop: Demonstrated authentication, identity access management and authorization skills by creating a full-stack application for a coffee shop menu

## WORK EXPERIENCE

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### **CUSTOMER SERVICE/ CALL CENTER AGENT THE AFRIAM NETWORK**

**February 2024 – Present**

- Assist customers with their various issues.
- Utilizes applications such as LiveVox to receive inbound calls.
- Utilizes applications such as PIMS to notate customer issues to be addressed later.
- Uses LiveVox to contact customer to offer solutions and address their issues.
- Notates and update customer data with each interaction for later reference.

### **NATIONAL SERVICE**

#### **DATA ENTRY CLERK / IT SUPPORT OFFICER EMIS Department, Ayensuano District Education Office.**

**November 2022 – October 2023**

- Supported administration to create and also generate timely reports for decision making.
- Provided troubleshooting assistance to teachers and office staff who had challenges operating their computing devices.
- Provided IT support to office staff and other departments at the District Education Office.
- Configured and operated office machines such printers, Desk Computers, Wi-Fi Network and any other that required my expertise.
- Collected, Cleaned and Analyzed school enrollment and teacher data for Management decision making.
- Performed regular database backups to secure data.
- Entered text-based and numerical information from source documents

### **INTERNSHIP**

#### **ICT TEACHER Nsawam Senior High School, Nsawam**

**October 2021 - March 2022**

- Trained form two and three students in the QBASIC, HTML, CSS and Microsoft Applications.
- Trained Student on the use of online applications such as Google Classroom, Zoom, etc.
- Assisted staff to setup and organize staff meetings using Teams, Google Meets.
- Prepared form three Students for the WASSCE examinations 2022
- Worked closely with students to help develop practical ICT skills
- Assessed student progress at each session, making recommendations that increased effectiveness of tutoring and lessons
- Helped students review and understand previous lessons to make connection with new lesson.

## LEADERSHIP EXPERIENCES

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✦ NASPA – Ayensuano District  
District NASPA Secretary

2022 – 2023

✦ TechTalk, Radio WindyBay, UEW  
Host, Panelist and Member

2018 - 2022

## REFERENCES

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- ✦ District Director of Education, Coaltar-Ayensuano  
Rev. Alexander Narh Amany  
054 888 1624
- ✦ Software Engineer, Solar Taxi  
Miss Jemima Adjanor  
059 410 2035