RICHWELL Antwi

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PROFESSIONAL SUMMARY

Tech-savvy and innovative professional with hands-on experience in emerging technologies and a strong passion for continuous improvement. Skilled at identifying opportunities for digital transformation and implementing efficient, scalable solutions. Adept at leveraging modern tools and methodologies to solve complex problems, optimize workflows, and boost productivity. Highly adaptable in fast-paced environments, with a proven ability to drive technological advancements and deliver impactful results.

SKILLS

- Databases: PostgreSQL, MySQL
- Remote technical support
- Issue troubleshooting
- Frontend: HTML5, CSS3
- Help desk support
- Collaborative team player
- Interpersonal skills
- Data entry

- Technical support
- Remote support
- Service support
- Problem-solving
- Organizational skills
- Remote technical support

EXPERIENCE

IT TECHNICAL SUPPORT (NATIONAL SERVICE PERSONNEL)   *11/2024 to CURRENT*

RX Health Info Systems | Accra,Ghana (Remote)

- Installed and configured Rx health information systems in multiple facilities, enabling smooth adoption of digital health records.
- Provide technical support and troubleshooting to hospitals, clinics, and pharmacies across Western, Central, and Greater Accra regions.
- Handled user account management (password resets, new user creation, item authorization) while maintaining system security.
- Conducted follow-ups with health facilities to ensure issue resolution, client satisfaction, and continued system functionality.
- Supported system reinstallation and upgrades to keep medical facilities up to date with Rx platform improvements.
- Assisted in data entry, claim processing, and insurance plan activations, improving workflow efficiency in partner hospitals.
- Provided remote and on-site IT support to medical centers, ensuring quick turnaround for technical issues.
- Documented all IT support activities in structured logs for tracking, reporting, and future reference.

IT INTERN   *01/2024 to 04/2024*

The Ablekuma Central Municipal Assembly (AbCMA) Health Directorate |

Accra,Ghana

- Collaborated on projects with cross-functional teams to ensure successful completion within deadlines.
- Developed and executed scripts for automating routine tasks, increasing operational efficiency and reducing manual errors.
- Documented IT procedures and best practices, creating valuable knowledge base for current and future team members.
- Participated in evaluation of new technology solutions, contributing to decisions that drove technological advancement and efficiency.
- Organized and maintained IT inventory, ensuring all hardware and software assets were accurately accounted for and in optimal condition.
- Assisted in development of user manuals and training materials, improving user understanding and adoption of new software tools.
- Followed work orders precisely to identify equipment needed, materials required and sequences to correctly completing assignments.
- Managed program errors with analytical approach focused on troubleshooting, diagnosing and resolving each problem.
- Provided technical support, resolving IT issues to maximize productivity for team members.
- Delivered assistance and support for team-based IT projects.
- Completed assigned tasks ahead of schedule, demonstrating strong time management skills and commitment to project success.
- Supported IT department in handling technology rollout and maintenance.

IT INTERN   *08/2022 to 10/2022*

Secondi Takoradi Chamber Of Commerce And Industries | Takoradi,Ghana

- Provided technical support, resolving IT issues to maximize productivity for team members.
- Delivered assistance and support for team-based IT projects.
- Completed assigned tasks ahead of schedule, demonstrating strong time management skills and commitment to project success.
- Supported IT department in handling technology rollout and maintenance.

IT INTERN   *08/2021 to 10/2021*

Sekondi Takoradi Chamber Of Commerce And Industries | Takoradi,Ghana

- Supported staff members in their daily tasks, reducing workload burden and allowing for increased focus on higher-priority assignments.
- Gained valuable experience working within a specific industry, applying learned concepts directly into relevant work situations.
- Sorted and organized files, spreadsheets, and reports.
- Gained hands-on experience in various software programs, increasing proficiency and expanding technical skill set.
- Collaborated with cross-functional teams to identify and resolve system issues, enhancing overall system stability and performance.

- Contributed to IT project planning sessions, offering insights that helped in shaping technology strategy and objectives.
- Provided technical support to staff and clients, resolving issues promptly and maintaining high satisfaction levels.
- Improved team collaboration by setting up and managing virtual meeting platforms and collaboration tools.
- Enhanced user experience with company's internal software by collecting feedback and coordinating with developers for necessary adjustments.
- Installed, modified, and repaired software and hardware to resolve technical issues.
- Provided basic end-user troubleshooting and desktop support.
- Collaborated with other departments to identify and solve software issues.

EDUCATION

Bachelor of Technology | Information Technology   *12/2024*
Takoradi Technical University, Takoradi

High School Diploma   *06/2018*
Swedru School Of Business, Swedru
General Arts

Basic Education Certificate Examination (BECE)   *04/2014*
Two Roses International School, Accra

ACCOMPLISHMENTS

- **Trained medical staff and pharmacy personnel** on Rx software usage (insurance validation, claims submission, membership management), boosting operational efficiency.
- **Engineered a secure authentication system** with OTP, email verification, and role-based access, improving system security and user trust.
- **Supported hospitals, clinics, and pharmacies** across Western, Central, and Greater Accra regions as an **IT Support Officer at Rx Health Info**, resolving **technical issues** .
- **Developed and deployed QuickStay**, a hotel booking platform built with the MERN stack, enabling users to search, book, and manage stays online with a smooth user experience. 🔗 Live: https://quickstay-pearl.vercel.app/

CERTIFICATIONS

Professional Foundations Program – ALX Africa *(Completed)*
Focus: Career Readiness, Problem-Solving, Critical Thinking, Communication & Leadership Skills

LANGUAGES

English
Bilingual or Proficient (C2)

Spanish
Elementary (A2)

Twi

French

Bilingual or Proficient (C2)   Intermediate (B1)

INTERESTS

- **Building personal tech projects** and experimenting with new frameworks
- **Open-source contributions** and exploring GitHub communities
- **Tech blogging & learning** about software trends and innovations
- **Reading books & articles** on technology, startups, and leadership
- **Mentoring peers** in programming and project building
- **Playing football** and engaging in teamwork-driven activities
- **Music & creativity**, enhancing focus and innovation