STEPHEN CROFFIE-DJAN

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Professional Summary

Highly skilled and dedicated information and communications technology teacher and Technical support professional with a proven track record of delivering exceptional technological instruction and expertise in system analysis and web design. Proficient in simplifying complex technological concepts and theories to make them accessible to students. Committed to continuous educational research, adult education, and professional development, with a successful history of business consulting for numerous organizations.

Key Competencies

- Extensive background in teaching and training computing and applications.
- Proficient in both verbal and audiovisual teaching methods.
- Demonstrated skills in effectively overseeing students to maximize their task performance.
- Exceptional written and verbal communication skills.
- Exceptional professional decision-making and judgment skills, refined through years of consulting in the web design and systems analysis fields.
- Managing Computer labs with extensive experience in hardware, software, and troubleshooting.
- Technical and Network Administrative support.
- High flexibility in scheduling hours, accommodating diverse consulting assignments alongside teaching responsibilities.
- Successfully transitioned to online instruction within two weeks of school closures due to COVID. Adapted all instructional materials for online instruction. Utilized Zoom, Google Meet, and other online resources to provide extra support to students.

Experience

Graduate Assistant – Innovation Technology and Research   2024 - Current
Center for Education Innovation & Opportunity
Old Dominion University. Norfolk, VA
- Web Assistant
- Research Assistant
- Innovation Lab Schools Support

Teacher - Information & Communication Technology   2016 – 2024
Legacy Girls College, Akuse, Eastern Region, Ghana
- Facilitated computer lab sessions with district education curriculum and International General Certificate of Secondary Education curriculum.
- Monitored student progress through frequent assessments.
- Followed detailed lesson plans with related handouts to teach step-by-step computer use to students from first to second-grade computer literacy.
- Monitored 2 different computer labs, managed computers including over 500 Laptops, Hot Spots, and 80+ iPads/Phones inventoried and distributed to students and staff.
- Worked successfully with a diverse group of coworkers to accomplish goals on digital inclusion.
- Worked closely with Information Technology team members to deliver project requirements, develop solutions, and submit work orders to meet deadlines.
- Assigned real-world computer constraint projects to individual students.
- Promoted student knowledge in connecting science math and technological principles to everyday life.
- Successfully transitioned to online instruction within two weeks of school closures due to COVID. Adapted all instructional materials for online instruction. Utilized Zoom, Google Meet, and other online resources to provide extra support to students.

- Successfully supervised and invigilated all IT-based exams, including the Cambridge - CAIE International General Certificate of Secondary Education (IGCSE).

Technical Support
Grinscom
- Web Design & Development
- Creative & Communication designs
- Digital Marketing
- Desktop Support
- Software Integration Training

Teacher - Information & Communication Technology   2013 – 2016
Association International School, Airport, Greater Accra Region, Ghana
- Conducted computer lab sessions in alignment with the district's education curriculum and the International General Certificate of Secondary Education curriculum.
- Regularly assessed and monitored students' progress to gauge their development.
- Implemented detailed lesson plans with accompanying materials to facilitate a step-by-step introduction to computer usage for students at the first to second-grade level.
- Provided instruction to fellow teachers on the utilization of STEM (Science, Technology, Engineering, and Mathematics) teaching methods.
- Taught students the fundamentals of design applications and computer-aided design.
- Assigned real-world computer constraint projects to individual students to enhance their practical problem-solving skills.

Teacher - Information & Communication Technology   2010 – 2013
Seaside International School, Prampram, Greater Accra Region, Ghana
- Taught ICT lessons that followed the district and IGCSE curriculum, ensuring students had a strong grasp of technology.
- Maintained the school's website and digital communication platforms, keeping parents and the school community informed.
- Kept a close eye on student progress through assessments and adapted teaching to meet their need managed user accounts, implemented security protocols, and provided technical support for hardware and software issues
- Created well-structured lesson plans with appropriate resources to introduce computing concepts to students at different grade levels.
- Guided fellow teachers in using STEM teaching methods and sharing effective teaching techniques.
- Instructed students in design software and computer-aided design fundamentals.
- In my role as a School System Administrator, I oversaw the installation, configuration, and maintenance of all IT infrastructure, including servers, switches, and routers. I managed software updates and backups to keep the system running efficiently.
- Regular system audits to identify potential vulnerabilities and implement security measures to protect sensitive data.

Tutor / System Administrator - Information & Communication Technology   2008 – 2010
Rising Soul School, Tema, Ghana
- Taught ICT lessons that followed the Ghana Education Service curriculum, ensuring students had a strong grasp of technology.
- Kept a close eye on student progress through assessments and adapted teaching to meet their need managed user accounts, implemented security protocols, and provided technical support for hardware and software issues
- Created well-structured lesson plans with appropriate resources to introduce computing concepts to students at different grade levels.
- Instructed students in design software and computer-aided design fundamentals.

- In my role as a School System Administrator, I oversaw the installation, configuration, and maintenance of all IT infrastructure, including servers, switches, and routers. I managed software updates and backups to keep the system running efficiently.

Consultancies

Team Lead - Grinscom (2013- 2024)
- Grinscom is an information technology service registered under the company law in Ghana to support local businesses and individuals with communications and technology services, including Web development and hosting services, Digital communications, Computer Hardware and software, networking, and Training

Responsibilities
- Led a team of Information Technology professionals in delivering digital services to clients.
- Developed and implemented business strategies to grow brands.
- Managed client relationships and ensured their satisfaction with Grinscom's services.
- Oversaw all financial aspects of the business, including budgeting and forecasting.
- Product activations and events

Portfolio
- **Unity Air, Ghana** - System Administration representative in Obtaining Air Carrier license and Certification
  - Ghana Civil Aviation Flight Operators Manuals development team support
  - Brands development and web development
- **The Rohi Schools** - Computer Lab Setup and design, Networking and Web Development
- **Kabok Limited, Accra,** Ghana Education Service ICT Curriculum Workbook, K-12
- **Potters City –** Hotel Reservation System, Church Management Systems, and Payment Systems Management
- **Upplause Consulting** - Digital Advertising and web strategist
- **Indigo Textiles** - Online store, B2B system
- **SEND Ghana** - Development of a web portal for the Ghana Civil Society Cocoa platform
- **Premier Steel** - Building & Construction Marketing Platform
- **Nation Services Oil and Gas** - Industry Branding compliance, digital support and Online Reputation Management
- **HORDS Ltd** – Product activation and web development.
- **Breast Care International** – Digital Campaigns and Online reputation management.

ACHIEVEMENTS

Founder - Learn IT Africa Foundation

- Organized ICT training boot camps for different age groups in deprived communities in Ghana.
- Provided computers through the collection of old, used, and abandoned computers from organizations and individuals to refurbish and support the underprivileged and marginalized to fulfill our digital inclusion objective.

Founder/Team Lead - Grinscom , Ghana

- Increased the company's revenue by 20% in the first year of operation.
- Secured contracts with several major Ghanaian businesses.
- Developed and delivered a new training program on digital marketing to local businesses.

Co. Founder – Grins Spaces

- Co-working Space and Digital Lab, Ghana

EDUCATION

M.Sc. Computer Science – Information Technology Concentration
Old Dominion University, Norfolk, Virginia   Student

Bachelor of Commerce with Computing
Pentecost University College, Ghana   June 2016

CERTIFICATES

- Virginia Society for Technology in Education Conference
- Social & Behavioral Research Basic Certificate - CITI
- Information Technology - Technical Support Fundamentals – Google Inc.
- Midwestern Educational Research Association – Ohio Annual Conference 2023
- Team building, Conflict management, and Customer Service – Laine Services HR
- Web Development Basic Certificate – Green Light Computers, Ghana
- Digital Marketing Fundamentals – PDMC, Ghana

RESEARCH

- Industry Partnering Secondary Education - Ongoing
  Research Assistant
- Changing Africa's instructional framework using STEM and IT. Challenges and Opportunities
  Presented at the Mid-Western Educational and Research Association, Annual Conference 2023 Cincinnati, Ohio. USA
- A teacher's reward is no more in heaven: Impact of the teacher shortage, particularly on schools experiencing high poverty
  Presented at the Mid-Western Educational and Research Association, Annual Conference 2023 Cincinnati, Ohio. USA

COMMUNITY SERVICE

Pastoral Assistant – Potters City, Ghana

- Digital Lead and consultation for virtual developments
- Youth and Skill development counselor

DIGITAL SKILLS

- Operating Systems: Microsoft / Linux/ iOS
- Microsoft Office Suite - Word, Excel, PowerPoint, Access, Outlook
- Hardware/ Networking
- System Analysis
- Work Breakdown Structure (Project Gantt)
- Accounting – Quick Books, Pastel
- Web Development – HTML5, CSS3, JavaScript, CMS: WordPress, Joomla, Drupal, React, Node.js
- Graphics design – Adobe Photoshop, Corel Draw, Illustrator, Canva
- Animation – Adobe Animate
- Digital Marketing - PPC, SEO
- Google Cloud Platform, AWS Appreciation
- Cpanel Web Hosting Platform
- Photography and Videography – Adobe Premier