

THEOPHILUS BOAKYE

November 21, 2002 – Italian – Luton, LU4, United Kingdom – Theophilusboakye87@gmail.com - 07789793401

PERSONAL STATEMENT

A highly driven and flexible graduate of the University of Northampton with a Bachelor of Science in Software Engineering (June in 2025) seeking to launch a career in the tech industry. I possess a solid IT foundation, outstanding interpersonal and communication skills honed by a variety of experiences, and a strong desire to contribute to IT and change initiatives that have an impact. demonstrated capacity to work well in group settings, assess complicated data, and provide answers with attention to detail.

EMPLOYMENT HISTORY

Challenge event - Business Analyst (January 2025): - Triad, 3 Caldecotte Lake Business Park, Caldecotte Lake Drive, Milton Keynes, Mk7 8LF

- Collaborated in an Agile environment to develop a streamlined NHS patient booking and referral system within a 2-day sprint.
- Collaborated with cross-functional teams to streamline booking processes.
- Analysed user feedback to improve system functionality and user experience.
- Implemented solutions that resulted in measurable improvements in system performance.
- Conducted in-depth analysis of user feedback, translating insights into tangible system improvements and enhanced user experience
- Presented findings to board, showcasing tangible improvements.
- Produced business requirement documents, As-Is and To-Be process maps, and a minimum viable product.

Delivery driver (June 2024- September 2024): - Ocado, Road, Unit 1, Panattoni Park, Dunstable, Luton LU4 9TT

- Delivered packages promptly, enhancing customer satisfaction and efficiency.
- Maintained vehicle safety standards, ensuring compliance and reliability.
- Resolved delivery issues swiftly, improving service quality and client trust.
- Optimised delivery routes, reducing average journey times and fuel consumption. Consistently met or exceeded daily delivery targets, enhancing operational efficiency.
- Worked seamlessly with warehouse staff and dispatch team to streamline the delivery process. Provided valuable feedback to improve logistics and customer experience.

FCR engineer (2021 – 2022): - BlueCube Technology, Norfolk House, 106 Saxon Gate, West, Milton Keynes MK9 2DN

- Resolved customer issues swiftly, enhancing satisfaction
- Ensured adherence to protocols, maintaining quality
- Utilised strong communication and advisory skills
- Applied IT knowledge to troubleshoot hardware/software
- Improved problem resolution efficiency
- Fostered strong relationships with cross-functional teams, enhancing overall IT support efficiency. Actively participated in knowledge-sharing sessions, elevating team's collective expertise.
- Participated in knowledge-sharing initiatives, strengthening team expertise across the service desk.

IT Technical Support Assistant (April 2017): - Barnfield College, New Bedford Road and Enterprise Way, Luton

THEOPHILUS BOAKYE

- Resolved student and staff IT queries, enhancing user satisfaction and efficiency.
 - Managed cross-departmental IT issues, ensuring seamless operations.
 - Utilised strong communication skills to provide effective IT support.
 - Maintained up-to-date knowledge of hardware and software, improving system reliability.
 - Contributed to a collaborative IT team, fostering a supportive work environment.
 - Fostered strong relationships with staff and students, providing tailored IT solutions.
- Collaborated across departments to address diverse technical challenges effectively.

SKILLS

- Technical: Python, Java, JavaScript, React, Node.js, Kotlin, HTML, CSS, SQL, Power BI, Tableau, MS Office.
- Consulting: Requirements Engineering, Business Analysis, Process Improvement, Stakeholder Management, Documentation, Data Analysis, User Experience.
- Methodologies: Agile Development, Software Development Lifecycle (SDLC), Quality Assurance, Workflow Optimization.
- Core: Problem Solving, Critical Thinking, Team Collaboration, Customer Engagement, Communication (written and verbal).

EDUCATION HISTORY

- BSc (Hons) in Software Engineering
 - University of Northampton (Expected Graduation: 2025)
- BTEC Level 3 in Sports & IT
 - Luton Sixth Form College (2019 – 2021)
- Lea Manor High School, Luton* (2014 – 2019)
 - Achieved 6 GCSEs at A*-C, including English and Mathematics.

LANGUAGES

Fluent in English and Italian due to being born in Italy (Brescia) and moving to England (Luton) at the age of 11, plus proficiency in a West African language (Twi) due to being the birthplace of my parents (Ghana).

PERSONAL INTERESTS & HOBBIES

I have a variety of hobbies that keep me engaged and balanced in life. I enjoy working on coding projects, whether it's building new applications, learning new technologies, or solving challenging problems it's a great way for me to stay creative and sharp. Football is another passion of mine; I love both playing and watching the game, as it helps me stay active and connected with friends. Cooking is something I find relaxing and rewarding, experimenting with new recipes and flavours. I also prioritise my fitness by hitting the gym, which helps me stay healthy and energised. Lastly, I enjoy attending social events, as they allow me to meet new people, have fun, and create lasting memories.

PROJECTS

At a challenge event, hosted by Triad group Plc, we were challenged to build a new, streamlined, NHS patient booking and referral system in 2 days.

As a business analyst deliverables included a business requirements document, As-Is and To-Be

THEOPHILUS BOAKYE

process maps and a minimum viable product. This and the short time frame caused us to require frequent collaboration with our stakeholders

Delivered product link: [NHS project for Triad](#)

LINKS

LinkedIn: <https://www.linkedin.com/in/theophilus-boakye-700009292/>