

# Kelvin Samuel Klutse

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<https://van.nextlinegh.com>

## Summary

Innovative IT Helpdesk support and Web Developer offering 3+ years of expertise in IT help desk supporting, trouble shooting, technical support, web development.

My expertise in IT help desk support allows me to seamlessly handle complex technical issues while providing excellent customer service to clients.

I am skilled in troubleshooting and problem-solving, and my ability to communicate technical information in a clear and concise manner has helped me to build strong relationships with clients and colleagues alike.

As a frontend web designer, I specialize in Reactjs and content management, and I am committed to creating visually stunning and intuitive interfaces that enhance the user experience. With a deep understanding of usercentered design principles and a keen eye for detail, I consistently produce high-quality designs that exceed client expectations.

My skills as a brand identity designer allow me to help businesses develop a strong and recognizable brand that stands out in today's competitive market. From logo design to brand strategy, I collaborate with clients to create a cohesive brand identity that accurately reflects their values and resonates with their target audience.

## Experience



### IT Support Specialist

Boling Consult

Jul 2022 - Present (11 months)

As an IT Support Specialist at Bolingo Consult, I am responsible for ensuring smooth operations of our IT infrastructure. Some of my achievements in this role include:

Successfully configuring colleagues' Windows remotely, saving time and increasing efficiency.

Ensuring stable internet connectivity for the office, improving productivity and reducing downtime.

Wiring the office with internet connection, providing reliable connectivity to all staff members.

Through my proactive approach to problem-solving and dedication to providing excellent customer service, I have become a valued member of the team.



### Web Development Manager

Boling Consult

Jun 2022 - Present (1 year)

Designing and developing front-end and back-end web architecture.

Developing servers and databases.

Developing and supporting projects from conception to implementation.

Graphic Designer knowledge

Creating user interactions on web pages.  
Developing APIs.  
Staying up-to-date with industry developments



## **Web Developer**

**Nextline Designs GH**

Apr 2020 - Present (3 years 2 months)

As a web development manager in Nextline GH, I have successfully led multiple web development projects, including Nextlinegh.com, queensboutik.com, and sassty.com. Utilizing my expertise in content management systems, HTML, CSS, and JavaScript, I have played a key role in building and maintaining high-quality websites that meet the needs of clients and users alike. Some of my notable achievements include:

Coordinating cross-functional teams to develop and implement web development projects on time and within budget.

Implementing best practices in web development to ensure optimal performance, security, and user experience.

Creating and executing strategies to improve website traffic, engagement, and conversions.

Providing technical guidance and mentorship to team members to enhance their skills and capabilities.

As a web development manager with a proven track record of success, I am confident in my ability to deliver exceptional results for your organization.



## **I.T Support/Web designer**

**ShaQ Express**

Jul 2021 - Jan 2022 (7 months)

As an IT helpdesk support specialist at ShaQ Express, a courier delivery company, I provide exceptional technical support to ensure the smooth operation of the company's IT infrastructure. My responsibilities include:

Troubleshooting and resolving hardware and software issues for desktops, laptops, and printers.

Providing technical assistance to end-users via phone, email, and in-person communication.

Maintaining hardware and software inventory, ensuring that all equipment is up-to-date and in good working condition.

Working closely with the IT team to identify areas for improvement and implementing solutions to enhance the overall efficiency of the IT infrastructure.

Through my technical expertise and excellent customer service skills, I have consistently exceeded expectations and helped to ensure the uninterrupted delivery of courier services.



## **Social Media Manager**

**Euro Decor Ghana**

Feb 2020 - Sep 2020 (8 months)

Design visuals for social media advertisements, run social media adverts with targeting audience that matches the organizational goals,

## Education



### **Accra Institute of Technology**

Bachelor of Science, Information Technology

Aug 2018 - Dec 2022



### **Accra Institute of Technology**

Diploma, Information Technology

Aug 2016 - Jun 2018

## Licenses & Certifications



**CompTIA Strata IT Fundamentals Certification** - LinkedIn



**Become a JavaScript Developer** - LinkedIn



**JavaScript Essential Training** - LinkedIn

## Skills

Content Management Systems (CMS) • Google Workplace • Technical Support • Troubleshooting •  
React.js • Help Desk Support • Web Design • User Interface Design • Information Technology •  
Technical Support

## Honors & Awards



### **The Ait Challenge Certificate** - Accra Institute of Technology

Oct 2016

In recognition of conquering and climbing to the top of Mount Afadjato the Highest Mountain in Ghana (885m/2,905ft above sea level) on 22nd October 2016, as part of AIT CHALLENGE TEAM.

Congratulation for being the first Male to reach the peak of the mountain in a record time of Eighteen Minutes (18m)

**References:** Available on request