

ALEX AMANKWAH

| GitHub: <https://github.com/alexamankwah2>

Tel: 917-498-9879 | Email: amankwahalex22@gmail.com | LinkedIn: www.linkedin.com/in/alex-amankwah

I'm a frontend software developer with a strong background as an IT specialist. I am proficient in a range of programming languages and technologies and have a keen interest in both front-end and back-end development. Through hands-on projects and collaborative experiences, I've developed an appreciation for creating seamless user experiences and robust, scalable systems. I am dedicated to continuous learning and thrive in dynamic environments, eagerly embracing new technologies and methodologies to enhance my skill set. With a strong work ethic and drive for innovation, I am actively seeking opportunities to excel in the world of software development.

TECHNICAL SKILLS

Programming & Development: HTML5, CSS3, JavaScript, React, React Native, Bootstrap, Git, Nodejs, Python, MongoDB, Express, Axios, GitBash, RESTful APIs, Responsive Web Design, jQuery, NPM, Visual Studio Code, Postman, Firebase

Operating Systems & Office Tools: Windows & Mac OS, Microsoft Office 365,

Network & Security: Network/Hardware Troubleshooting, End-User Support, Network Security, Mobile Device Management (MDM), Risk Management, Threat Handling

Cloud Platform: Google Cloud Platform, Microsoft Azure

TECHNICAL PROJECTS

RYTHMZ MUSIC APP | GitHub: <https://github.com/alexamankwah2/rythmz>

The React Music App is a cutting-edge music streaming application that aims to provide an enhanced user experience while enjoying your favorite tunes. This app is built using React, Tailwind CSS, Redux, and integrates with RapidAPI to access a vast library of music content. Whether you're a music enthusiast, a casual listener, or an audiophile, this app has something special for you. With a modern homepage, fully-fledged music player, search, lyrics, song exploration features, search, popular music around you, worldwide top charts, and much more.

Tech Stack: HTML5, Tailwind CSS, React, RapidAPI

GENIE 2.0 | GitHub: <https://github.com/alexamankwah2/genie>

This is a full stack web application built with React and Tailwind CSS for the frontend and powered by OpenAI for the backend. The app leverages the powerful natural language processing capabilities of OpenAI to provide intelligent and dynamic responses to user inputs. With this app, users can interact with AI-generated content in a seamless and user-friendly manner.

Tech Stack: HTML5, Tailwind CSS, React, OpenAI

AI IMAGER | GitHub: <https://github.com/alexamankwah2/ai-imager-react>

This is a full-stack AI-powered image generation application built using the MERN (MongoDB, Express, React, Node.js) stack. The frontend is developed with React and Tailwind CSS, while the backend utilizes Node.js with Express for server-side logic and MongoDB for data storage. The application leverages OpenAI's DALL-E model for generating creative and unique images based on user input.

Tech Stack: HTML5, Tailwind CSS, React, Mongo DB, Node.js, Express, DALL-E Open AI

PIZZA ORDERING APP | GitHub: <https://github.com/alexamankwah2/pizza-order>

This is a full-stack web application built using Next.js and MongoDB. This app allows users to order delicious pizzas online and pay with PayPal. With its intuitive user interface and seamless payment integration, it provides a smooth pizza ordering experience. Additionally, it includes an admin panel to track and manage orders efficiently.

Tech Stack: HTML5, Tailwind CSS, React, Next.js, MongoDB, PayPal API, Cloudinary

PROFESSIONAL EXPERIENCE

IT SPECIALIST

US Foods, Clifton Park, NY | June 2023 - present

- Manage and escalate various technical issues, achieving an outstanding 98% issue resolution rate within 48 hours, exemplifying dedication to prompt and effective problem-solving.
- Install and configure software, print drivers, and utilities across workstations and computer networks, contributing to a reduction in software deployment time and enhancing productivity

- Troubleshoot a wide range of information technology issues, including software, hardware, and networking problems, leading to a remarkable decrease in system downtime, thus minimizing disruptions and boosting operational efficiency.
- Monitor and maintain installed systems, identifying and resolving problems early, and implementing corrective actions, leading to a significant improvement in overall system stability

SENIOR IS TECHNICIAN/DESKTOP SUPPORT

CVS Health, Remote | October 2022- June 2023

- Delivered top-tier technical support to CVS employees and customers, addressing a diverse range of computer hardware, software, and technology-related issues, thereby fostering a seamless user experience.
- Created and managed over 500 user accounts with meticulous attention to appropriate access levels, ensuring full compliance with security protocols, and maintaining a record of zero security breaches during the tenure
- Maintained detailed and organized documentation of all technical support activities, recording issues and resolutions systematically, significantly enhancing transparency and fostering a culture of knowledge sharing within the team
- Upgraded and maintained IT infrastructure, including regular system checks and updates, leading to an improvement in system reliability and performance, and contributing to enhanced productivity and user satisfaction across the organization

IT SUPPORT TECHNICIAN

St Peters Hospital, Albany, NY | March 2022- December 2022

- Expertly diagnosed and resolved issues with hospital equipment, including computers, printers, and critical medical devices, minimizing downtime by an impressive 30%, thus ensuring uninterrupted patient care and hospital operations
- Delivered comprehensive technical support to hospital staff and conducted targeted software and hardware training sessions that led to an improvement in staff efficiency by 15%, streamlining daily workflows and enhancing overall productivity
- Vigilantly ensured alignment with HIPAA regulations by meticulously documenting all IT processes, procedures, and best practices, reinforcing the hospital's commitment to patient privacy and regulatory compliance
- Implemented regular maintenance schedules and provided round-the-clock support to critical systems, contributing to a stable and resilient IT environment that supported the complex and time-sensitive needs of a bustling healthcare facility

IT HELPDESK SUPPORT

Center For Disability Services, Albany, NY | June 2021 – September 2021

- Skillfully resolved end-user IT issues, employing effective troubleshooting and communication techniques, leading to a noteworthy 20% increase in company productivity and enhancing overall operational efficiency
- Managed internal equipment troubleshooting tickets, promptly identifying and escalating complex issues to IT Management, thereby ensuring timely resolutions and minimizing potential disruptions to the workflow.
- Orchestrated streamlined computer and printer updates and software installations, implementing systematic processes that decreased setup time by 25%, reflecting a commitment to continuous improvement and maximized technology utilization
- Oversaw and maintained the integrity of employee passwords and logins, implementing rigorous access controls and security measures that enhanced data security within the organization

EDUCATION

University at Albany, State University of New York

Albany, NY

Bachelor Of Science

June 2021

NuCamp Coding Bootcamp

New York, NY

22-week Full stack JavaScript immersive web + mobile development

April 2023

CERTIFICATIONS

- CompTIA Security + 601
- Microsoft Azure Fundamentals