

PERSONAL INFORMATION

Nathaniel Ayofe Aidoo

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Sex Male | Date of birth 01.01.1990 | Nationality Ghanaian

WORK EXPERIENCE

Sept. 2023 – Oct. 2023

Software Engineer, Internship/Mentorship

Bithub Inc.

- Gained practical experience through mentorship, collaborating with the development team, and enhancing skills in coding and software development.

Feb. 2023 – Present

Network Implementation / Deployment Engineer

Metabite Communications Ltd

- Strategic network planning and deployment for business growth. Ensure reliability, security, and performance optimization to boost efficiency and profitability.

Sept. 2022 – Present

Software Engineer / Technical Support

Virtutor Online Co. Ltd

- Currently redesigning, developing, and implementing new features and functionality. Increased performance by 40% in three months.
- Performing analysis using GTmetrix and developing code snippets using CSS and JS to improve QoS and user experience. Improved bounce rate by 30%.
- Ensuring timely backups and security updates are run on the server to ensure 100% uptime.
- Troubleshooting and resolving all technical issues, providing diagnostic, and analytical support.

Jan. 2020 - Oct. 2022

Project Team Lead & Support Engineer

Ministry Of Education - Busy Internet Ghana Limited

- Deployed wireless services to all SHS, Colleges of Education, District and Municipal Education Offices in Ghana amounting to 1116 sites (Locations).
- Worked with different stakeholders and 3rd party vendors to install Radio Backhauls, Satellites Terminals, Access Points and Routers.
- Supervised a team of 20 engineers to install and configure nodes at various sites to achieve project objectives as well as the SLA agreement.
- Performed service integration and acceptance test (ATP) with over 500 institution directors and head teachers at the schools.
- Frequently engaged the CTO to present project updates, strategic directions, risk and recommendations for proper planning and execution of the next available phase of the project.
- Developed a well layout roadmap for the project including network architecture or solution to be implemented, technical nodes to be considered, network design and documentation.
- Developed KPI's to measure service quality, availability and reliability for all users and as well as provided onsite technical support when required.

Feb. 2017 - Oct. 2022

Enterprise Support & Service Delivery Engineer

Busy Internet Ghana Limited

- Provided remote and onsite technical support to over 3, 200 enterprise customers across the country.
- Troubleshooted and resolved network level problems to stabilize and optimize customer networks.
- Installed and configured a wide range of network nodes including radio backhauls, access points, routers, SAS-K and other PtP and MPtP.
- Continuously gathered feedback from customers on product functionality and presented possible updates to increase productivity and efficiency.
- Coordinated and supervised public Wi-Fi projects for conferences and other social gathering that require the use of our service.
- Performed network audit and presented quantitative report with analytical observation metrics and recommendations to management to improve service delivery.
- Performed over 800 technical site surveys (TSS) for onboarding customers and recommended solutions the met their needs.

Dec. 2017 - Aug. 2019

WordPress Developer

Independent Freelancer

- Designed e-commerce websites, styled them using CSS, and linked 1000+ auto parts products. Also, developed a WordPress theme for a herbal hospital with effective SEO.
- Maintained WordPress site for a printing company, trained clients for minor updates, and handled performance analysis and error troubleshooting.

Jan. 2016 – Jan. 2017	Graduate Trainee Busy Internet Ghana Limited <ul style="list-style-type: none"> ▪ Excelled in network equipment installation and configuration, conducted technical surveys, offered support, and successfully installed satellite terminals, showcasing comprehensive skills in network deployment and customer assistance.
July 2015 - Aug. 2016	Brand Ambassador, Internship Busy Internet Ghana Limited <ul style="list-style-type: none"> ▪ Assisted customer experience department with outgoing calls, managed CRM ticketing, conducted digital marketing campaigns, and generated sales revenue through MiFi and router sales, along with brand awareness campaigns.
Aug. 2014 – Sept. 2014	BTS Engineer, Internship Admintelcom Academy Limited <ul style="list-style-type: none"> ▪ Assisted the BTS department with on-site installation and configuration of GSM antennas and RBSs. Additionally, I performed troubleshooting of transmission line issues using Anritsu Site Master S251C and prepared 50 coaxial cable connectors.

EDUCATION

Oct. 2023 – Nov. 2023	CodeWithMosh - Mastering Next.js 13 with TypeScript www.codewithmosh.com, Self-Taught, online.
Sept. 2023 – Oct. 2023	The Ultimate Dart & Flutter Course 2023 Udemy, www.udemy.com, Self-Taught, online
April. 2023 - May 2023	Intermediate React 18 Course www.codewithmosh.com, Self-Taught, online
May. 2022 - June 2022	JavaScript Programming Foundations Course Udacity, www.udacity.com, Self-Taught, online
Jan. 2022 – May. 2022	Ultimate JavaScript Mastery Course www.codewithmosh.com, Self-Taught, online
Nov. 2021 – Dec. 2021	Complete Bootstrap 5 Course www.udemy.com, Self-Taught, online
July 2021 – Nov. 2021	Complete HTML5/CSS3 Course www.codewithmosh.com, Self-Taught, online.

Sept. 2013 – Aug. 2017	Bachelor of Science in Telecommunications Engineering Ghana Technology University College
Oct. 2007 - June 2011	West African Senior School Certificate in Technical Science Bompeh Senior High Tech. School, Takoradi - Ghana
Sept. 2004 - May 2007	Basic Education Certificate Examination Archbishop Amisssah Memorial Basic School, Takoradi – Ghana

PERSONAL SKILLS

Mother tongue(s) English

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Twi (Akan)	C2	C2	C2	C2	C2
French	A1	A1	A1	A1	A1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user

Common European Framework of Reference for Languages

- Communication skills
- Good communication skills gained from my experience as an Enterprise Support and Service Delivery Engineer for working directly with major Stake holders and customers of the company.
 - Professional public speaking and presentation skills gained from my experience as a Lead Engineer for the Minister of Education's National Network Project.
- Organisational and managerial skills
- Excellent teamwork skills gained from working with other team members, Supervisors, Team leads at Busy Internet Ghana Limited and Virtutor Online.
- Job-related skills
- Ability to take initiative and work to meet deadlines
 - Innovative methods of solving problems gained from my experience a Technical Support.
 - Excellent analytical skills gained from work and studies.
 - Excellent Project Management and Reporting skills acquired through my experience as a Project Team Lead.

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Independent user	Independent user	Independent user	Proficient user

Levels: Basic user - Independent user - Proficient user

Digital competences - Self-assessment grid

- Good command of Microsoft Office Suite (Word, Excel, PowerPoint etc.)

Other skills

- Ability to develop and motivate others
- Leadership skills
- Eager to learn new concept at all times
- JavaScript / React / HTML / CSS/ Flutter / Next JS / TypeScript / Tailwind
- WordPress Expert
- Certified Satellite Communication Technician
- Fibre Optics
- Base Transceiver Station (BTS) / GSM / LTE(4G) / VoIP / Networking

ADDITIONAL INFORMATION

Projects

- Undergraduate final year project on Design and Development of GSM based Automatic Irrigation System with Intelligent Notification - 2017
- Planning and Designing of a Network System Architecture for a Nationwide Wireless Coverage. (Ministry of Education, Ghana)

Seminars

- Proffer Aid International Foundation, 2016/2017
- Radwin Backhaul Installation Seminar, 2019
- Safety Awareness in Telecommunications, Nokia & Helios Towers, 2020

Career Objective

- To find innovative solutions to a wide range of network and software related issues through a continuous learning process. And also to work in an environment that offers both challenging leadership opportunities so as to allow me apply all my professional years of experience to enhance growth and productivity.

Memberships

- Proffer Aid International Foundation, GTUC – Ghana, Class of 2017

Referees

- Mr. Nana K. Aduhene, Technology Director, n.aduhene@metabitegh.com, +23326600032 / +233540104570 / +233593918197
- Mr. Theophilus Ashetei, Lecturer of Engineering Maths / Field Theory, Ghana Technology University College, tashetei@gctu.edu.gh, +233240244527.
- Mrs. Laura Peperah, Chief Executive Officer, Virtutor Online Co. Ltd, ceo@virtutoronline.com, +233 595957571