

# DICKSON D. DJIKUNU

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## PROFILE SUMMARY

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Resourceful, meticulous IT-oriented person with over 4 years of experience in strategic problem-solving using Information Technologies, system troubleshooting, customer relationship management, software development, general IT equipment maintenance, and management. Team player with strong technical proficiency and commitment to accuracy.

## WORK EXPERIENCE

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Technical Officer:

**Akim State University College**

**August 2017 to 2021**

- Providing technical support and advice for employees and students in need of assistance.
- Designing, developing, and maintaining equipment to ensure effective and safe use.
- Testing and evaluating new technologies.
- Conducting electrical safety tests on computer equipment and other new technology.
- Providing support, including procedural documentation and relevant reports.
- Following diagrams and written instructions to repair a fault or set up a system.
- Troubleshooting system and network problems, diagnosing and solving hardware or software faults.

IT Technical Support Officer (Service Personnel)

**Birim Central Municipal Assembly.**

**Oct. 2021 to Oct. 2022**

- Installations and configuration of computer systems and applications.
- Diagnosing hardware and software faults.
- Talking to staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Monitoring and maintaining computer systems and networks.
- Supporting the roll-out of new applications.
- Setting up new users' accounts and profiles and dealing with a fault or setting up a system.
- Testing and evaluating new technology.
- Conducting electrical safety checks on computer equipment.

## Software Developer

### **Freelancer.**

- Researching, designing, implementing, and managing software programs.
- Testing and evaluating new programs.
- Identifying areas for modification in existing programs and subsequently developing these modifications.
- Writing and implementing efficient code.
- Determining operational practicality.
- Developing quality assurance procedures.
- Deploying software tools, processes, and metrics.
- Maintaining and upgrading existing systems.
- Training users.
- Working closely with other developers, UX designers, business and systems analysts.

## Accounts Officer/ Claims Officer

### **Akim State College.**

**Oct. 2019 to Oct. 2022**

- Earned a good reputation for good attendance and hard work.
- Capturing of students' fees received and bank deposits.
- Financial Recording and booking of the Cafeteria.
- Inventory and Stocktaking of office supplies and cafeteria items.
- Banking money received from cashier point.
- Billing of students and checking diagnosis on billing sheet.
- Vetting of claims and data entry of student bills and other insurance companies.
- Reconciled operations database with accounting system information to calculate and determine monthly revenue.
- Evaluated expense reports for accuracy and adherence to company policies.
- Reviewed purchase documents and company receipts for reconciliation with statements.
- Staff documentation, record keeping, and preparation of Student Bills.
- Monitor customer accounts details for non-payment, delayed payment, and irregularities.

## **EDUCATION**

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### **BSc. Computer Science**

**August 2017 to Sept. 2021**

Kwame Nkrumah University of Science & Technology

### **WASSC**

**Sept. 2014 to May 2017**

Akim State Snr. High School

## **TRAINING AND CERTIFICATIONS**

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- WordPress Development– WordPress.org
- BCMA Community Health Training – Eastern Region
- Digital Workplace Experience – Virtual Conference Series, 2022
- A 2-Days Strategic Career Development Seminar – PMC 2021
- Music Production – G-Digital Studio

## **SKILLS AND COMPETENCIES**

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- Strong leadership and people management skills
- Excellent level of attention to detail.
- Proficient in Microsoft Outlook, Word, Excel, and knowledge of CMS such as WordPress.
- Adept in multi-tasking and working in a fast-paced environment.
- Excellent written and oral communication skills.
- Results-driven with a can-do attitude.
- Enthusiastic and adaptable to new, challenging environments.
- Good programming skills with HTML, CSS, JavaScript, SQL, PHP, Java, and Python.
- Languages: Fluent in English and working knowledge of French, Twi, and Ewe.

## **VOLUNTEER EXPERIENCE**

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- Developed ODA Community forecasting news for the Akim Oda community.
- Initiated a payment system for Akim State College.

## **HOBBIES AND OTHER INTERESTS**

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- Reading, Public Speaking, and Creative Writing.

**REFEREES:** Available upon request

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