Franklin Sarpong

https://fmsarp.com
Columbus, OH 43201
fmsarp@gmail.com
+1 740 307 8868

Self taught full stack web developer and IT technician with knowledge in HTML, CSS, JavaScript, React, NodeJS, PostgresSQL, IT support, computer repair, hardware and software installations, printer repair and troubleshooting

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Data Center Operations Technician(Internship)
AWS - Hilliard, OH
October 2023 to December 2023

- Infrastructure Monitoring
- Server Maintenance
- Network Management
- Environmental Control
- Power Management
- Security Monitoring
- Documentation
- Incident Response
- Collaboration
- Compliance

Imaging Technician
Maintech, Incorporated - Urbancrest, OH
December 2022 to October 2023

- creating and maintaining computer images for large-scale deployment
- installing operating systems
- configuring hardware and software
- imaging and deploying computers
- troubleshooting technical issues
- updating images as needed

IT Technician (Contract)
Independent Contractor position - Columbus, OH
December 2020 to September 2021

- Computer Setup and repairs
- Hardware and software installations
- System security and software updates
- imaging and deploying computers

- troubleshooting technical issues
- updating images as needed
- Printer Repair
- Diagnose and resolve various printer issues, including paper jams, connectivity problems, and print quality issues.
- Conduct preventive maintenance to ensure optimal printer performance.

Customer Service Rep (Contract)
HKT Teleservices - Grove City, OH
August 2020 to September 2020

Customer Service Support
Sales

Sales Associate
Madvapes LLC Holdings - Ashland, KY
July 2019 to March 2020

- Provide product info
- Assist with product selection
- Process transactions
- Stay up-to-date on products
- Provide expert advice
- Track inventory levels
- Restock shelves
- Manage product displays
- Keep store clean
- Restock supplies
- Attend events
- Help with advertising
- Prepare sales reports
- Track customer transactions
- Monitor store performance

Education

Master's degree in Law(Chinese Politics and International Relations)
Peking University - Beijing
September 2017 to July 2019

Bachelor of Art in Metal Product Design
Kwame Nkrumah University of Science & Technology - Kumasi
September 2012 to June 2016

Skills

- Web development
- Linux
- HTML5

- CSS
- React
- PostgreSQL
- Git
- JavaScript
- Node.js
- IT support
- Windows
- Computer hardware
- Operating systems
- Technical support
- Desktop support
- Software troubleshooting
- IT
- DNS
- POS
- Sales
- Data center experience
- Customer service
- Analysis skills
- APIs
- Store management
- Retail sales
- GitHub
- Driving

Links

https://fmsarp.com

Awards

Google I/O Extended Columbus 2023 Hackathon
October 2023

Built a prototype of a medication tracking app using AI. My role was building the frontend. Team placed 2nd

Certifications and Licenses

Driver's License

Google IT Support Specialization
November 2020 to Present

Credential ID: MXTGGV66MVFH

Credential URL:
https://www.coursera.org/account/accomplishments/specialization/certificate/MXTGGV66MVFH

IT Security: Defense against the digital dark arts
November 2020 to Present

Credential ID: 7RKFQZXJZ8CQ

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/7RKFQZXJZ8CQ

Operating Systems and You: Becoming a Power User
October 2020 to Present

Credential ID:
QKR28TCQSRYK

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/QKR28TCQSRYK

System Administration and IT Infrastructure Services
November 2020 to Present

Credential ID:
GPDR58GQF8KM

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/GPDR58GQF8KM

The Bits and Bytes of Computer Networking
October 2020 to Present

Credential ID:
3SB9VXUCDLB9

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/3SB9VXUCDLB9

Technical Support Fundamentals
October 2020 to Present

Credential ID:
6GBVGYGSV9ZJ

Credential URL:
https://www.coursera.org/account/accomplishments/certificate/6GBVGYGSV9ZJ

Complete Web Developer
January 2024 to Present

CERTIFICATE ID: CERT_TKNF7B82
Link: https://academy.zerotomastery.io/courses/697434/certificate

Full stack developer with knowledge HTML, CSS, JavaScript, React, NodeJS, PostgresSQL and more