Jack Osei

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Summary

7 years of practical experience in customer support, IT infrastructure support and system administration. Versatile engineer highly adept in administering a diverse range of technologies and operating systems, with a proven track record in analyzing, creating, securing, maintaining, troubleshooting and ensuring optimal performance of IT Infrastructure Systems. Well-versed in IT Service Management (using ITIL framework), End-User Training, Software Development Life Cycle, Digital Marketing and Analytics.

Education

Diploma, Software Engineering – IPMC College of Technology

IBM Technical Support Professional Certified

Experience

Frontend Developer, On-site

Foodie Holdings – Dubai, United Arab Emirates

- Served as the Lead UI Designer and Front-end Developer for the Catering Vertical, supporting Dish Catering, Blast Catering and Deeritna Catering Brands.
- Re-branded Foodie Holdings and led the launch of its inaugural website, which led to multiple multinational partnerships.

Blast Catering (blastcatering.com – ReactJS, NodeJS, ExpressJS, MongoDB):

- Designed an intuitive homepage and service pages to optimize user experience and reduce bounce rates by 72%, driven by data derived from extensive A/B testing and heatmaps.
- Developed a dynamic menu page, allowing for real-time updates and improved user interaction.
- Built new features and maintained the codebase based on business requirements and client feedback.

Dish Catering (Wordpress – Divi Child Theme, Custom PHP & JS Functions):

- Optimized the website and implemented SEO strategies that improved page load times and maintained top search engine rankings after rebuilding the entire site on WordPress.
- Developed custom PHP and JS functions to enhance site functionality and user experience.

Deeritna Catering (Multi-site, Multi-Lingual, Custom PHP & JS Functions):

- Led the redesign and development of a multi-site, multi-lingual website for Deeritna Catering, enhancing the user experience for both English and Arabic user bases in UAE and Jordan.
- Implemented SEO strategies that improved Google search ranking from #68 to #2 and maintained a position in the top 10.
- Optimized and maintained the website to ensure high performance and user satisfaction.

Senior IT Support Specialist, Hybrid
REEF Technology LLC – Dubai, United Arab Emirates

- Led a team of 3 in delivering top-tier client-side support for Mac, Windows, Linux, and Android users and systems, as well as support for cloud kitchen applications for the Middle East region. Acted as an escalation point for junior team members and resolved many of the most challenging non-standard issues.
- Supervised a successful Azure Active Directory Domain tenant-to-tenant migration of over 250 users and implemented automation scripts, resulting in a 50% reduction in device enrollment time.
- Integrated the company's cybersecurity compliance training into the staff onboarding process, reducing security risks by 65%.
- Configured, deployed, and maintained kitchen display systems, in-house and third-party application software, laptops, servers, desktop PCs, printers, CCTV cameras, routers, switches, wireless access points, VoIP systems, and IP phones.
- Developed detailed, easy-to-understand documentation for end-users and team members and conducted periodic online and in-person training for point-of-sale staff across 21 locations in the UAE, resulting in improved employee productivity and increased customer satisfaction.
- Prioritized a daily workload of up to 15-20 tickets while managing projects and ensuring timely completion of tasks, consistently meeting service level agreements (SLAs), and earning an average rating of 4.9 on Jira Service Desk.
- Oversaw all outgoing communications, such as service notices and cybersecurity awareness campaigns, from the IT department to all employees.

Technical Support Engineer, On-site
NYB Engineering Services Ltd. – Accra, Ghana

- Maintained, secured and updated Website and SQL Server Database.

- Offered desktop software and hardware support, and training to end-users.
- Managed storage systems and backups of company records.
- Streamlined tech support delivery and resolution processes, leading to improved customer satisfaction and increased confidence in the services provided.
- Advised and assisted managers in the planning, selection, and use of computing hardware and software and set company standards for best practices.
- Administered network infrastructure – Routers, Managed Switches (Unifi and Aruba), Firewall (FortiGate), Wireless Access Points, and Ethernet Cables.

IT Administrator / Digital Marketer, On-site
Holy Trinity SPA & Health Farm – Sogakope, Ghana

- Maintained Endpoint Antivirus (ESET Endpoint Security) and firewalls, ensuring the security of company data and the productivity of employees.
- Ensured the security and efficiency of the servers, networks, desktops, laptops, mobile devices, and printers for over 100 users across 3 branches, ensuring reliability and availability of the IT infrastructure.
- Configured and maintained Hotel Management System, Active Directory, Access Database, and other software systems.
- Implemented several digital marketing initiatives that led to a dramatic increase in client-base, repeat-business, revenue, and overall customer satisfaction. Examples include:
  - ✓ Increased sales by 35% through the implementation of an intelligent Wi-Fi management software which uses captive portal technology to display branded login pages and promotions in the customer browser when connecting to the Wi-Fi.
  - ✓ Built a responsive e-Commerce site using WordPress, making information on services readily accessible to customers from anywhere and bringing in a steady stream of new clients, doubling the company's annual sales.
  - ✓ Developed eCommerce marketing strategies including SEO, conversion-driven social media content, Facebook & Google Advertising Campaigns.
  - ✓ Collaborated with the Graphics and Video Production Team to develop both print and digital marketing materials to promote services locally and online.
- Worked on special projects assigned by the Executive Chairman as needed, while providing on-call technical training and support for over 100 employees.

Skills & Tools

Soft Skills: Analytical, Effective Communication and Presentation, Excellent People-Skills, Efficient Time Management, Positive Attitude, Leadership Skills, Adaptability, Self-Development

Programming:

- Languages: JavaScript , TypeScript, PHP, C, C++, VB.Net

- Web Development: HTML/CSS , Bootstrap, Tailwind CSS , JavaScript , TypeScript , ReactJS , Next.js , NodeJS , MongoDB, , MySQL

- Technology: Git & GitHub , Redux Toolkit , React Query

- Cloud: Microsoft Azure and Amazon Web Services (AWS)

- Low Code Platforms: Shopify, WordPress, Webflow

IT Support & Admin: User Support and Training, Information & Network, Microsoft Office 365, ZohoMail and Google Workspace Administration, Windows , Linux and Mac-OS Support and Administration, Asset Security and Management, Active Directory, Azure AD, Incident Response and Management, Knowledge-base Management, Vendor and License Management, Documentation and SOP Creation, System Automation, Printer Configuration and Maintenance, Service Management with Jira & ServiceNow, Virtualization (VMware, Hyper-V), Cloud Computing (AWS and Azure), Firewall & End-Point Protection (ESET, FortiGate, Sophos) Networking, Wireless Access Poin, LAN & WAN, DNS, DHCP, TCP/IP Configuration.

Digital Marketing: Meta (Facebook & Instagram) Ads, Google Ads, YouTube Ads, Google Analytics 4, Google Tag Manager, ClickFunnels, MailChimp, Typeform, SEO, SEM, SEMRush, Hootsuite, Buffer

Visual Design: Figma, Adobe XD, Adobe Photoshop, Adobe Illustrator, Canva

Language

English - Native / Bilingual Proficiency

References

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