

KOFI AMOAH

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EDUCATION

Old Dominion University, Norfolk, VA

Bachelor of Science

Expected Graduation: DECEMBER 2023

Computer Science

GPA: 3.39

Dean's List: Spring 2020, Spring 2022, Fall 2022

RELATED COURSEWORK

Unix for Programmers, Object-Oriented Programming and Design, Software Engineering, Cybersecurity Fundamentals, Database Concepts, Computer Architecture, Discrete Structures

SKILLS AND CERTIFICATIONS

- Good technological and computer skills [MS Office Suite: Word, Teams, Outlook, Excel, PowerPoint, SharePoint, MS Visio; ServiceNow]
- Experience with Power BI, SQL, MySQL, SQL Queries, Entity Relationship Diagrams
- Experience with C++, Java, Python, Linux, PLC Programming (Structured Text)
- Knowledge of AWS Cloud Foundations
- Experience with HTML, CSS, JavaScript, JSON, XML, XML Schemas
- Troubleshooting, Windows/Mac OS support
- Experience with Git, GitHub
- Message Queuing Telemetry Transport (MQTT), Mosquitto MQTT Broker

RELATED EXPERIENCE

OLD DOMINION UNIVERSITY ITS HELP DESK (STUDENT WORKER)

NORFOLK, VA

HELP DESK TECHNICIAN

MARCH 2022 – PRESENT

- Provide telephone, email and in-person technical support to students, faculty, and staff at Old Dominion University.
- Assist with hardware, software, and account issues using documentation and internet search.
- Troubleshoot, diagnose, and resolve problems users had related to software applications, network issues, software support, password resets, Two Factor

Authentication, VPN, printers and Multifunction Printers, telephones, and computer hardware.

- Log all customer issues using help desk ticketing software (ServiceNow).
- Proactively monitor and provide solutions to pending tickets in bucket on ServiceNow.

LIEBHERR MINING EQUIPMENT NEWPORT NEWS CO.
SOFTWARE DEVELOPER INTERN

NEWPORT NEWS, VA
MAY 2023 – AUGUST 2023

- Worked independently and as a team member with other Engineers, Designers, and production personnel on projects outlined in the individualized intern training plan as well as on ad hoc projects.
- Collaborated with other interns on projects assigned by Senior Innovation Engineers utilizing the Codesys IDE and PLC programming languages like Structured Text.
- Used the CANalyzer (software analysis tool for CAN buses) for bus monitoring, stimulation, and analysis functions for message traffic and data content.
- Developed an algorithm to increase the number of messages per second sent through MQTT to the HMI from 3 to 5.
- Gained practical experience in agile development methodologies and participated in stand-up meetings weekly to share status reports on work, current progress, any roadblocks, and future tasks.
- Created XML schema files based on Software Requirements Specification files for the validation of XML documents and validated these XML files using an XSLT validator.

OLD DOMINION UNIVERSITY ITS-LAB
LAB ASSISTANT MANAGER

NORFOLK, VA
FEBRUARY 2020 – MAY 2020

- Scheduled and assigned lab rooms for different classes and sessions using ServiceNow.
- Processed Electronic Personnel Action Forms (EPAFs) using excel for new hires, pay raises, and terminated employees.

LEADERSHIP AND AWARDS

Old Dominion University

- Old Dominion University Student Support Services Satisfaction Award
 - Participant of the TRIO Stars Leadership Program
 - ODU Men's Club Rugby Participant
 - National Society of Black Engineers (NSBE) member
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