kevin.adupoku@icloud.com

(203) 999-6580

New Haven, CT 06511

Kevin Adu-Poku

www.adupokukevin.com

linkedin.com/in/kevinadupoku

github.com/kaokien

WORK EXPERIENCE

JW Player *December 2021-Present*
Support Engineer *New York, NY*
- Debugged and tested custom code in JavaScript and native applications for iOS and Android. (Android Studio & Xcode)
- Analyzed VAST, IMA SDK, Prebid.js, and other Ad Types, used in monetization of content.
- API v1 and v2 endpoint CRUD requests, via Node application and Python Scripting.
- Developed custom code demos utilizing REST APIS and recorded scripting solutions.

Yale University *August 2021—December 2021*
IT Consultant (Contract) *New Haven, CT*
- Troubleshoot hardware and software issues for the 16,000 enrolled Yale students and Staff. (Mac & PC)/printers/Apple TVs/iOS/Android.
- Managed escalations and resolved issues in a timely manner improving department average of 2 days to half a day using ServiceNow.
- Provided Tier I and Tier II support for University applications, including web browsers, email, Oracle financials, HR and Procurement Web applications.

Datto *April 2021—August 2021*
Technical Support Expert *Norwalk, CT*
- Developed technical articles for internal and customer facing knowledge base.
- Used salesforce CRM to answer system questions and provide workflow and implantation best practices.
- Performed incident triage and first resolution on windows and linux systems for over a dozen MSP partners on a variety of issues from installation to configuration as well as troubleshooting computer and peripheral problems.

Apple *July 2017—April 2021*
Technical Specialist *New Haven, CT*
- Provided personal training for new customers and introduced 100+ service offerings leading to a store-wide increase of promotors.
- Diagnosed and repaired over 2000 partners non-functioning iOS and macOS devices, reducing Genius Bar repair time by 10%.
- Facilitated and developed iOS and macOS training for new technicians which was shared to other teams in the New England market.
Specialist *March 2017—July 2017*
- Led leadership support overseeing rotating employee tasks and business needs by developing training for on point check-in.
- Managed transactional operations for a high volume, flagship store by exceeding sales of $250k and sharing success strategies.
- Worked with management to provide support to team for POS solutions and costumers escalations resulting in a 20% decrease in escalations.

MarketRightCT *May 2014—November 2015*
Web Developer *New Haven, CT*
- Led website development for client's websites using CMS (WordPress). Developed web-pages and marketing material for clients.
- Integrated 3rd party plug-ins (WooCommerce) to enable digital transactions and improve customer engagement.
- Increased web traffic, developed social media presence and improved content engagement by 30% by mapping new software features as solutions to their business goals.

EDUCATION

Holberton School, Software Engineering Bootcamp **New Haven, CT**
Full Stack Engineering (C, MySQL, Javascript)

PROJECTS

- **Weatherer Social App**: Full Stack social media application built with React, Redux, Node.js, Express.js and MongoDB.
- **Where's Waldo? game**: Full-stack application with leaderboard, built with React, Node.js, Express, and MongoDB.
- **Personal site:** Portfolio website using Next.js, Chakra UI, Framer Motion, and Three.js
- **CV-Builder App**: React application that exports result to PDF using html2canvas and jsPDF.

SKILLS & TECHNOLOGIES

Programming Technologies: HTML5, CSS3, Javascript (React), Redux, Nodejs, MongoDB, Python, C, Back-End Web Development
Technical Tools: Git, GitHub, Jira, Docker
System management: Apple certified iOS technician (MDM), Microsoft Endpoint Manager, Bash, Zsh
Miscellaneous: Public Speaking, Agile Methodologies, Analytical Skills, Software Design,