

Kevin Adu-Poku

New Haven, CT 06511 • (203) 999-6580 • adupokevin.com • kevin.adupoku@icloud.com • [linkedin.com/in/kevinadupoku](https://www.linkedin.com/in/kevinadupoku)

WORK EXPERIENCE

JW Player

December 2021–Present

Support Engineer

New York, NY

- Debugged custom code in JavaScript, HTML/CSS, Java, and Swift.
- Analyzed VAST, IMA SDK, Prebid.js, and other Ad Types, used in monetization of content.
- Created and debugged native applications for iOS, Android.
- API v1 and v2 endpoint CRUD requests, via Node application and Python Scripting.
- Android Studio & xCode console debugging to support Mobile SDKs.
- Aligned products with the needs of our publishers based on direct customer interactions.
- Developed custom code demos and recorded scripting solutions.
- Trained incoming engineers from Vaulto acquisition.

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
- Facilitated repairs for hardware and software by utilizing ServiceNow CRM.
- Managed escalations and resolved issues in a timely manner from 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

Normalk, 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 promoters.
- 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, Engineering Bootcamp

New Haven, CT

Full Stack Engineering (C, MySQL, Javascript)

TECHNICAL EXPIERIENCE

Projects

- **Weatherer Social App:** Full Stack social media application built with React, Redux, Node.js, Express.js and MongoDB.
- **Personal Site:** Portfolio website using Next.js, Chakra UI, Framer Motion, and Three.js
- **Where's Waldo? game:** Full-stack application with leaderboard, built with React, Node.js, Express, and MongoDB.
- **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

Technical Tools: Git, GitHub

System management: Apple certified iOS technician (MDM), Microsoft Endpoint Manager, Bash

Miscellaneous: Public Speaking, Agile Development, On the Job Problem Solving, Time Management, Collaboration