MICHAEL. O. JACKSON
+233265173677 / +233208138172
mo.jackson0101@gmail.com

* WEB DEVELOPER / DESIGNER * FRONT-END DEVELOPER * SOFTWARE PROGRMMER

* LEAD DEVELOPER,   * SOFTWARE PROGRMMER   * SYSTEM ADMINISTRATOR

* DATA ENTRY CLERK   * IT TECHNICIAN / HELP DESK   * SOFTWARE PROGRMMER

* HARDWARE TECHNICAN *ACCOUNT OFFICER * TELLER   * PERSONNEL ASSISTANT /

ADMINISTRTIVE MANAGER. * UI/ UX Designer

OBJECTIVE

- I will love to work in a pragmatic way in an organization where I can show my talent and enhance my skills to meet organizational goals and objectives with full integrity and zeal.

- As willing as I am to uplift the ideals and dreams of the company's mission and vision to their reality stage and compete and achieve its goals, with the professional skills and managerial experience in this field that I have and a sense of where the industry has been and where it's heading in the future.

- To seek challenging assignments and responsibilities with an opportunity for growth and career advancement as successful achievements.

- By developing and executing a strategic, long-term vision while leading the organization to achieve measurable results and growth, effectively managing the IT portfolio of investments

- To be involved in work where I can utilize my skills and be creatively involved with systems that effectively contribute to the growth of the organization.

- To excel in my field through hard work, research, skills, and perseverance.

WORK EXPERIENCE

C.E.O I.T Administrator, Head of Software, System Administrator, Software Developer / Designer (html, Php) I.T Helpdesk Engineer (IT Technician)   -**KORLE-BU TEACHING HOSPITAL,** Accra

2017– Present
- **C.E.O I.T Administrator**
- Administer I.T deliverables in the CEO office.
- Troubleshoot the CEO system, his network, printer and other IOT devices.
- Provide the Interoperability and connectivity to his office 24/7 of internet.
- Assisting CEO with his Cooperate Email access and PowerPoint presentation.

- **Dep. Head of Software /Technology / Software Developer / Designer (html, Php)**
- Responsible for managing Software team for design, development, troubleshooting, and debugging of software programs for the hospital such as:

- **LHMIS**(Light wave-Health Mgt. Information sys.): letter tracking System (l.T.S) (for the CEO secretariat and other sub-BMC secretariat of departmental heads and Units, used for Recording, tracking and reporting),

- **Audit tracking system:** Recording, tracking and reporting PV and SRA for the Audit Unit

- **Headcount System:** Recording, tracking and reporting to either verify staff at post, update staff details or not at post.

- **Medicare sys:** Recording, tracking and reporting of staffs, who have registered and accessing the 50% medical care waiver when staffs are hospitalized.

- **Appointment System:** is use to schedule appointment at the CEO s secretariat to meet the CEO, to be approve rejected by him.

- **Bedsore/Fall Tracking System: :** Recording, tracking and reporting of the bed status and bed clothing, to be occupied by the next patient at the Accident & Emergency Unit Department.

- **HOD Evaluation Report Sys:** Recording, tracking and reporting of monthly evaluation from their HOD to Director of Administration.

- **Hospital Laundry Sys:** Designed to Recording, tracking and reporting laundry services made either, monthly, quarterly or yearly.

- **Bed Bureau Sys:** Recording, tracking and reporting on Bed status either at it good status to use or faulty.

- Enhancements and developing of new software for the hospital upon request. These Duties include software requirements analysis, development of software products and software tools used for design, development and maintenance of infrastructure, and platforms.

- Formulating, Analyzing and directing information and communication Technology ICT strategies, policies and plans.

- Directing the selection and installation of ICT resources and setting priorities between system developments, maintance and operations.

- Overseeing the Security of ICT systems.

- ### System Administrator

- Administering the Central Laboratory software of Korle-Bu Teaching Hospital called lab. System (for Central Lab, and OPD) and technically supporting another department (like Central Lab, OPD, Medicals and Fevers Unit) of the Hospital.

- Install, upgrade and configure network printing, directory structures, rights, and security, software and files services of Korle-Bu Teaching Hospital (Central Lab, OPD, Medicals and Fevers Unit).

- Administer the Central Laboratory software of Korle-Bu Teaching Hospital called lab. System (for Central Lab, and OPD).

- Ensuring data is stored securely and backed up regularly.

- Setting up new users and giving access to users in terms of intranet and Internet.

- Ensure systems are secure and protected from breach or viruses.

- Upgrade network hardware and software components as required, Provide users with network and it credentials.

- Troubleshooting system and network problems, diagnosing, and solving hardware or software faults, when they arise.

- Assist with contacting service providers of IT equipment and supplies for efficient and effective office operations.

- Creating and resetting of clinical and non-clinical staff on cooperate Mail using Office 365.

- The Use of Activity directory in allowing users to use their Cooperate Email in access computer Profile.

- **Web Designer & Developer (Web App (html, Php), VB)**

- Conceptualizing creative ideas with clients, testing and improving the design of the website, by following client requirement.
- Establishing design guidelines, standards, and best practices.
- Maintaining the appearance of websites by enforcing content standards.
- Designing visual imagery or mock-ups websites and ensuring that they are in line with branding for clients approval
- Working with different content management systems.
- Communicating design ideas using user flows, process flows, site maps, and wireframes.
- Incorporating functionalities and features into websites.
- Designing sample pages including colors and fonts.
- Preparing design plans and presenting the website structure.

Website Developer / web designer, System / Networking Administrator (National Service)
              ENTEPRENUERSHIP TRAINING INSITUTE   **Circle**, Accra
2016

. Developed and build the website using web-press, testing, hosting and maintains of the site.

. Conceptualized original website design ideas that brings simplicity and user friendliness base on the institute request.

. Up-to-date with the latest web trends, graphics, content update of the Institute.

. Maintain site appearance by developing and enforcing content and display standards and installing security precautions.

. Accomplishes information system and organization mission by completing related result as needed.

. Upgrade network hardware and software components as required and Provide the Institute with network internet access.

. Install, upgrade and configure network printing, directory structures, rights, and security, software and files services of the Institute.

. Troubleshooting system and network problems and diagnosing and solving hardware or software faults.

o **System Administrator / Programmer (Web App (html, Php), VB) / Networking / I.T   Helpdesk Engineer**
                                                        KORLE-BU TEACHING HOSPITAL, ACCRA
2014 – 2015 (Jan - Dec)

- Administer the Central Laboratory software of Korle-Bu Teaching Hospital called lab. System (for Central Lab, and OPD) .
- Upgrade network hardware and software components as required and Provide users with network
- Technical support of Korle-Bu Teaching Hospital (Central Lab, OPD, Medicals and Fevers Unit).
- Install, upgrade and configure network printing, directory structures, rights, and security, software and files services of Korle-Bu Teaching Hospital (Central Lab, OPD, Medicals and Fevers Unit).
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Assist with contacting service providers of IT equipment and supplies for efficient and effective office operations.

o **MARKETING / SALES EXECUTIVES / DATA ENTRY ASSIST   - GLICO GUROP OF CO. LTD,** ACCRA
2011 - 2013   (Nov – Feb)

- Listening to customer requirements and presenting appropriately to make a sale.
- Maintaining and developing relationships with existing customers in person and   via telephone calls and emails.
- Acting as a contact between a company and its existing and potential markets and negotiating the terms of an agreement and closing sales.

- Negotiating on price, costs, delivery and specifications with buyers and managers.

- Advising on forthcoming product developments and discussing special promotions.

- Recording sales and order information and sending copies to the sales office, or entering into a   computer system.

- Reviewing your own sales performance, aiming to meet or exceed targets.

ACCOUNTANT / ACCOUNT CLERK   - MANIFOLD INSTITUTE   (DANSOMAN-RUSSIA (PAAWILLE)**))**
2010 – 2011   (Jan - Dec)

- Preparing accounts, tax returns and administering payrolls and controlling income and expenditure and auditing financial information.

- Compiling and presenting reports, budgets, business plans, commentaries and financial statements.

- Prepare daily income/sales, prepare daily journal entry, prepare daily deposits of ticket sales receipts and Compile monthly reports.

- Prepare authorized refund vouchers and monthly balance sheet schedules

- Maintains files, including filing of general ledger journal vouchers, accounts payable documentation, and other miscellaneous filings.

o **STUDENT SUPPORT COUNSELOR   - MANIFOLD INSTITUTE   (DANSOMAN-**RUSSIA (PAAWILLE)**))**

2008- 2009 (Jan - Dec)

o   Assisting individuals to become independent as possible, participate in community activities, encouraging them as well as helping individuals to meet personal goals.

o   Liaising with teachers and parents in discussing ways that they can help facilitate learning in the home and maximize learning outcomes and with mental health issues or those with severe behavioral issues.

o   Listening to students' academic, emotional, social, and behavioral concerns in an open and nonjudgmental way.

o   The counselor may also meet with the child's parents to discuss ways that they can help facilitate learning in the home and maximize learning outcomes. School counselors may also liaise with teachers and parents in cases concerning students with mental health issues or those with severe behavioral issues.

o   Working directly with students to develop solutions and set achievable goals.

o   Providing one-on-one career guidance and skills assessment to assist with career development.

o   Developing, monitoring, and assisting with counseling programs.

o   Reporting student issues to the appropriate state authorities if neglect or abuse is suspected.

O   **I.T HELPDESK ENGINEER   - PUBLIC AGENDA,   OSU -** ACCRA
2007 (Jan- Dec)

- Provide support for infrastructure issues that require an on-site visit in country of operation.
- Establish network users, user environments, directories and security for networks being installed.
- Upgrade network hardware and software components as required and Provide users with network technical support.

- Install, upgrade and configure network printing, directory structures, rights, and security, software and files services.

- Troubleshooting system and network problems and diagnosing and solving hardware or software   faults.

- Assist with contacting service providers of I.T equipment and supplies for efficient and effective office operations.

O   **ACCOUNT CLERK   - PUBLIC AGENDA,**   **OSU -** ACCRA
2006

- Maintain and make necessary adjustments to various records and, or logs such as journals, payroll   or property records.

- Verifies amounts and codes on various forms for accuracy. Sorts documents and posts debits/credits to proper account. Balances entries and makes necessary corrections.

- Verifies statement items, totals with department records and checks necessary calculations.

   I.T OFFICER   / PERSSONNEL   -MANIFOLD TUTORIAL COLEGE,   **KANSHIE –** ACCRA

2005

- Installing and configuring computer hardware operating systems, applications and updates.
- Replacing parts, Monitoring and maintaining computer systems and networks.

- Troubleshooting system and network problems and diagnosing and solving hardware or software faults

- Talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issue or setting up new user's accounts, profiles and with password   issues.

- Providing support to staff or clients through a series of actions through either face-to-face communication or over the telephone to help set up systems or resolve issues.

- Making sure there is a smooth change over from the old system to the new one.

ACHIEVEMENTS/AWARDS

Committees Served   **2019 - 2023**
- **Cyber Security Committee (Auditing of the System)**
- **Software Team Committee (Software Lead – Dpt. Head of Software)**
- **LHIMS Committee (LHIMS Implementation Team Member)**

- Won the Best Worker of the Unit - Information technology Unit

- Won Overall Best worker, CEO'S Sub-BMC.   **2020**

- The Best Marketing / Sales executives Manager of the year from 35% to 55%

         (Burma Camp branch, GLICO)   **2011**

- Won a price as a hard working – Compound Prefect   **1998- 2001**

- Won an award as the Best Hard-working cadet, with CDT.Lieutenant Naval Cadet as the Position.

EDUCATION

C.H.F.I (Computer Hacking Forensic Investigator)   **Distance Learning (USA)**
 EC-Council ((Distance Learning)   **Expected Date of Graduation: June 2024**

KNUST University   **Pokuasi, Amasaman.GH**
MSc. Cyber-Security & Digital Forensic   **Date of Graduation: DEC 2023**
(Accra Campus)
(Cyber Law, Cyber Security, Digital forensic, Application Security, Cryptography)   **(2019 -2023)**

C.E.H (Certified Ethical Hacker)   **Distance Learning (USA)**
EC-Council (Distance Learning)   **Date of Graduation: June 2022**

GTUC (Ghana Technology University College)   **Abeka- Junction, GH**
BSc. Information Technology   **Date of Graduation: AUG 2016**
Cumulative GPA: 3.2/4.00   **(2012-2016)**

C.B.E (CENTER FOR BUSINESS EXECUTIVES)   **Accra, GH**
ACCA LEVEL 1(ASSOCIATION OF CERTIFIED CHARTED ACCOUNTANT)   **(JAN- JUNE 2008)**

A.B.E   **U.K (Distance Learning)**
Diploma in Information System 1   **Date of Graduation: AUG 2016**
       (Dec 2006 - JUNE 2006-2007)

A.B.C (Advance Business Certificate)   **Accra, GH**
RSA Stage III   **Date of Graduation: 2002**
CENTER FOR BUSINESS STUDIES (CBS)   **(April 2004 - Feb 2005)**

Christian Methodist High School   **Circle, Accra**
*Business (Costing) (WASSCE)   **1998 – 2001**

SKILLS

- **Programming Languages** (Proficient in TML, Java, SQL, SCSS, HCSS, PHP, and JavaScript)
- **Graphic designing** using software such as Adobe Photoshop, illustrator and In-Design. As to mention a few.
- **UI /UX Designed** – Adobe XD, Figma UI.
- **Commutation:** - Written, telephone skills, networking, smart learner
- **Teamwork: -** Supportive, facilitator, organized, co-coordinator, open-minded.
- **Leadership:** - motivator, team-builder, confidence booster, energetic, capable, accountable, visionary.
- **Interpersonal -**Skills: - Listener, adviser, counsellor, initiator, professional, co-operative, constructive, assertive, driven and determine with passion.
- **IT Literacy: -** Microsoft Office Suite (Word, Excel, PowerPoint, Access, Office 365, Hardware Trouble-shooting.
- **Organization & planning: - Refined** planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.

PROJECTS AND RESEARCH

Korle Bu Teaching Hospital   **Nov 2019 – Aug 2023**
 Cyber Security Committee
- Assisted in auditing of system (such as Light Wave Hospital Management Information System (LHMIS)).

Software Team (Software Lead)

- Designing, Developing & Implementation of Home-grown software such as Audit Tracker (SRA & PV Tracking sys), Letter tracking system, Medicare system, Head-Count System, Bedsore system, Landry System, House-Officers Monitoring system ... as to mention a few.

LHIMS Committee (LHIMS Implementation Team Member)

- Involved in the implementation & Piloting of the system in all the department in Korle Bu Teaching Hospital.

CO-CURRICULAR ACTIVITIES

Christian Methodist Secondary School,   **Nov – Dec 2013**
Compound Prefect & Naval Cadet Officer

- Supervised and evaluated student projects and weekly tasks
- Training other officer in the corps for further position held.

- **Hobbies: -** Reading, traveling, swimming, listening, writing of lyrics and composing of music, basketball, playing Piano/organ, long tennis, exchanging of ideals...etc.

REFERENCES

Dr. Daniel Asare
(CHAIRMAN OF HEFRA, (Formal CEO of KORLE BU TEACHING HOSPITAL))
HEALTH FACILITIES REGULATORY AGENCY
+233205111333.
danielasare286@gmail.com

CHARLES ANACHANSER Dr. (HEAD OF IT)
KORLE BU TEACHING HOSPITAL (KBTH)
+233244746174, c.anachanser@gmail.com , c.anachanser@kbth.gov.gh

MR ALBERT SACKEY
KORLE BU TEACHING HOSPITAL (KBTH)
+233 244376044, fifisackey@gmail.com