MICHAEL NII AYAA-FIO TETTEH

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Accra, Ghana

https://nii-michael.github.io/nii_michael/

SUMMARY

A highly motivated and detail-oriented IT professional with a strong aptitude for learning new systems and methods. Skilled in identifying and solving computer-related problems, with exceptional abilities to quickly master new software and apply its full range of capabilities. Self-taught and self-motivated, with strong analytical, troubleshooting, communication, research, and interpersonal skills. Seeking an opportunity to build a successful career in IT.

TECHNICAL SKILLS

Languages: HTML | CSS | JavaScript | MySQL | SQL| PHP | Tailwindcss | NodeJS | Typescript | NextJS | ReactJS | Django

Tools and Software: Ms Office Suite (Ms Word, Excel, PowerPoint) | WordPress | Microsoft Azure | AWS | VMware | VirtualBox |XAMPP | GitHub | Visual Studio | Sublime | cPanel | Vmix |

Operating Systems: Windows (XP,7,8.1,10,11) | Windows Server (2012,2016,2019,2022) | Linux | Mac OS

Additional Skills: Networking | Website Maintenance | Electronics (Basic Soldering)

EDUCATION

Bachelor of Science, Computer Science　　　　　September 2017- August 2021

Kwame Nkrumah University of Science & Technology

High School Diploma Major in General Science　　　October 2014 – May 2017

Presbyterian Boys' Secondary School (PRESEC), Legon

PROFESSIONAL EXPERIENCE

I.T Support Officer September 2021 – Present
SIMNET GH LTD, Accra

- Repaired and maintained Point of Sales Terminals and computers.
- Completed efficient and accurate data entry and database updates to support business operations.
- Identified and corrected data entry errors to prevent duplication across systems.
- Provided basic technical support and knowledge to customers on how to operate the Point of Sales Terminals and computers.
- Assisted customers in a fast and efficient manner while building a rapport through friendly, respectful, and relevant conversation.
- Resolved customer concerns and complaints.
- Created personal connections with customers; showed respect, compassion and care to determine needs and ensure the delivery of consistently positive customer experience.
- Addressed the needs of customers seeking refunds, cancellation of tickets, as well of the issues raised by customers submitting complaints to the Service Manager.
- Monitored system alerts and reports on servers and reported problems to the CTO.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, and/or appropriate software.
- Assembled and replaced power boards, motherboards and other parts of Point of Sales Terminals, laptops and desktop computers.
- Executed technology implementation projects with minimal downtimes and business disruptions.
- Performed troubleshooting to correct computer hardware and software malfunctions.
- Imaged and prepared new computers for integration into company networks and systems.
- Managed system-wide operating system and software deployments, as well as related software upgrade problems.
- Recovered critical information from data backups to restore functionality.
- Corrected connectivity faults to restore user access to local networks, cloud-based storage, and public web.
- Configured systems according to prescribed software and hardware frameworks.

I.T Technician Intern   June 2019 – August 2019
SIMNET GH LTD, Accra
- Performed troubleshooting and routine checks on network systems.
- Performed configuration setup on Point of Sales Terminals and computers.
- Assembled, repaired and maintained parts of the Point of Sales Terminals and computers.
- Maintained office PCs, networks, and mobile devices.
- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Set up and maintained user accounts and client access.

FREELANCE PROJECTS

Ticket Verification and Payment API Development for Premier Bet Ghana
- Project Description: Developed an API for Premier Bet to enable ticket verification and payment processing for their customers.
- Responsibilities: Designed and implemented the API endpoints for ticket verification, integrated payment gateway for secure transactions, handled data validation and error handling, and ensured data privacy and security.

Database Management System Development for EDITEC UK
- Project Description: Developed a database management system using MySQL and PHP for EDITEC UK.
- Responsibilities: Designed and implemented the database schema, developed CRUD operations, implemented data validation and error handling, and ensured data security.

Inventory Management System for SIP Consult Ltd, UK
- Project Description: Developed an inventory management system for SIP Consult Ltd, UK using PHP and MySQL.
- Responsibilities: Designed and implemented the database schema, developed inventory tracking and reporting functionality, implemented user roles and permissions, and ensured system scalability.

Responsive Website Redesign for NextGen Ghana
- Project Description: Redesigned an existing website NextGen Ghana to be responsive and mobile-friendly using HTML, CSS, and JavaScript.
- Responsibilities Developed responsive layouts, optimized website performance, ensured cross-browser compatibility, and integrated interactive elements.

E-commerce Website Development
- Project Description: Developed a fully functional e-commerce website using HTML, CSS, JavaScript, and PHP.
- Responsibilities: Designed and implemented user interface, integrated payment gateway, implemented product catalog and shopping cart functionality, and ensured website security.

Mt. Olivet Methodist Society, Dansoman Church Website
([mtolivetmethdc.org/)](mtolivetmethdc.org/)
- Utilized WordPress to develop and maintain the website for Mt. Olivet Methodist Church Dansoman, Ghana.
- Conducted meetings with clients to determine website goals and develop strategies for creating a strong web presence.
- Diagnosed and solved technical problems on the website and performed routine updates and maintenance.
- Improved website functionality and user experience through implementation of new features and designs.

SYSTEM ADMINISTRATION EXPERIENCE

- Installed and configured Server 2016, 2019 and 2022 on virtual box, and set up Active directory, DNS, DHCP.
- Managed user accounts and access control through Active Directory, including unlocking, resetting, and disabling accounts.
- Configured Password Lockout policies and assigned group policies to computers on the domain.
- Remotely accessed and troubleshooted computer systems on the domain.
- Installed and Troubleshot Operating systems such as Windows XP,7,8.1,10,11 and Mac OS.
- Performed password removal on Windows OS.

REFRENCES

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