

ROBERT DARKU

Full-Stack Developer

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Experienced and highly motivated full-stack developer with demonstrated history in the information technology and services industry. Skilled in PHP, JavaScript, C# and Databases. Adaptable, teachable, and open to new challenges with exceptional relationship building and communication skills. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Looking for new opportunities to apply expertise, learn and evolve.

Skills

PHP | JavaScript | Cascading Style Sheets (CSS) | HTML5 | C# | jQuery | React.js | Laravel | MSSQL | MySQL | Bootstrap | Git
Agile | Object oriented Programming | Test Driven Development | Testing and debugging | Web development
Communication | Motivated | Enthusiasm | Creative | Work independently | Work with team

Work History

CONSULTANT	<i>Sovereign Systems LLC, Indianapolis, IN</i>	07/2019 – 06/2020
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- Developed various software applications for clients on request using PHP, C#, JavaScript, or Laravel with SQL backing.
- Provided timely on-site and off-site technical support to clients whenever needed.
- Consulted on project to upgrade PHP/MySQL-based application from PHP 5.3 to PHP 7.
- Mentored junior PHP developer with client organization to take over maintenance and support of organization's PHP applications.
- Migrated client's Access database back-end to SQL.
- Collaborated on project to build Purchase Order management system that synchronizes data between itself and QuickBooks, handles item receipts and billing for warehousing and manufacturing clients with C#/ReactJS/MSSQL.

TECHNICAL SUPPORT AGENT	<i>NetFor Inc, Indianapolis, IN</i>	09/2018 - 06/2019
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- Provided valuable technical support to UPS stores nationwide.
- Installed and updated approved software on franchise networks per service agreement and support guidelines.
- Provided timely information and education about recommended store setup, scheduled changes, security maintenance, outages, best practices, and recommended operations per UPS stores guidelines.

- Checked for and enforced compliance to UPS franchisee operation regulations on UPS store private networks.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Broke down and evaluated user problems, using documented knowledge base, personal expertise, and probing questions.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Maintained a 100% attendance and punctuality record, consistently arriving to work ready to start immediately.

SENIOR PROGRAMMER	<i>IT Consortium LTD, ACCRA, GHANA</i>	06/2009 – 08/2018
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[Key Responsibilities]

- Led a team of five developers in design and development of custom PHP/MySQL based software solutions.
- Collaborated closely with three other teams in-house on multiple software development projects.
- Collaborated with in-house client support team to provide technical solutions and timely responses to client queries.
- Engaged client's technical and operations staff to gain better understanding of requirements and/or to receive feedback.
- Led user engagement forums with clients before, during and after product release.
- Setup and configure client servers in preparation for product deployment where necessary.
- Deployed custom solutions remotely to client's cloud infrastructure where applicable.
- Deployed custom solutions on-site to multiple new and existing clients where remote deployment was either not allowed or available.
- Prepared client server so deployment of custom solutions where necessary. Includes installation and configuration of LAMP stack on UNIX, Mac or Windows.
- Performed product training of customers' training staff upon release of new software or updates.
- Created tests scripts for user acceptance tests.
- Maintained and improved legacy code base of existing products.

[Notable Achievements]

- Advised and supported Electricity Company of Ghana, power distribution company, to build web services for their billing server to authenticate, authorize and accept payments in real time from all approved payment touchpoints.
- Reduced client support queries by more than 50% by making incremental updates to improve customer experience and product functionality based on customer feedback, usage trends and industry best practices.
- Setup two-way data replication (master to master) between live database servers and database servers in disaster recovery site(s) of partner banks to improve continuous delivery of services.

Education

09/2005 – 06/2009

Bachelor of Science: Computer Engineering

KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY - KUMASI, GHANA