

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

C# | PHP | Laravel | JavaScript | jQuery | React.js | Node.js | HTML | CSS | Bootstrap | MSSQL | MySQL | FileMaker
Git | Azure | Object Oriented Programming | Test Driven Development | Testing and debugging | Web development
Responsive Web Design | Web Services | API Development | Agile | Scrum
Communication | Work independently | Work with team

Education

2020

Software Development Immersive Bootcamp

ELEVEN FIFTY ACADEMY – INDIANAPOLIS, USA

12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training.

09/2005 – 06/2009

Bachelor of Science: Computer Engineering

KWAME NKRUMAH UNIVERSITY OF SCIENCE AND TECHNOLOGY - KUMASI, GHANA

Work History

CONSULTANT	<i>Sovereign Systems LLC, Indianapolis, IN</i>	07/2019 – 06/2020
<ul style="list-style-type: none">Developed custom applications for various 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.Led client project team to upgrade existing PHP/MySQL-based application from PHP 5.3 to PHP 7.Mentored and trained client's junior PHP developer to take over maintenance and support of PHP applications there.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. Built with C#/ReactJS/MSSQL and deployed to AWS through Azure DevOps.		

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.
- 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 while following recommended operation guidelines.
- Maintained a 100% attendance and punctuality record and often volunteered for overtime when other shifts experienced unexpected load surges.

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

- Led 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. Includes installation and configuration of LAMP stack on UNIX, Mac or Windows.
- 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.
- 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 for post-paid customers.
- 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.

Awards

Eleven Fifty Academy's Core Value Award for Quality - Cohort SD65