

Frank Osei
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EXPERIENCE:

Ward Environmental Support
St. James Hospital, NHS-Leeds.
Start Date: 2019 - Currently.

- I provided IT support to employees, troubleshooting hardware and software issues.
- Skilled in managing multiple tasks and prioritizing work to ensure a safe and efficient ward environment.
- Proficient in using ward equipment and technology, such as monitoring devices and electronic health record systems, to enhance patient care.
- Daily basis interact with patients, nurses, and other hospital staff. Effectively communicate and understand instructions to ensure smooth operations within the ward.
- Experienced in detecting faulty equipments machines and replacing them with new ones, eg, Suction Machine and ECG Cartridges.
- Proficient in using ward equipment and technology, such as monitoring devices and electronic health record systems, to enhance patient care.
- Knowledge of health and safety regulations: I am well-versed in health and safety regulations within the healthcare environment. I understand the importance of infection control, correct handling of hazardous materials, and other safety protocols.

Software Support Specialist.
Interserve, Leeds
Start Date: 2018 - 2019]

- Managed client workstations, ensuring software updates and security patches were implemented.
- Provided remote technical support to clients, resolving hardware and software issues.
- I developed and maintained various applications and systems. This experience helped me gain a strong understanding of programming languages, software testing.
- Collaborated with cross-functional teams to develop and implement IT solutions.
- I have a strong understanding of various software applications and the ability to diagnose and resolve technical issues efficiently, eg, Microsoft Suite and others.
- I have experience with different software systems and be familiar with their features, functionality, and potential issues. This allows me to quickly understand user problems and provide appropriate solutions.

EDUCATIONS:

• Frontend Engineer
Learning People, 2024.

• TQUK Level 3 Diploma in Adult Care
Keir Training & Recruitment, 2023.

• Functional Skills Math & English Level 2
Blackburn Gould Associate, 2023.

• Software Development
The Training Room, 2020.

Skills:

- Proficient in various operating systems: windows, macOS, linux.
- Solid understanding of network administration and troubleshooting.
- Strong knowledge of computer hardware and software installation and maintenance.
- Proficient in programming languages such as JavaScript, React, Redux, HTML, CSS and SASS.
- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal skills.
- hand-eye coordination in problem solving.