

Frank Osei
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I am seeking a support position in your department of information technology to utilize my strong technical skills and experience in health sector setting, software development and IT support.

Educations:

Software Development
The Training Room, 2020.

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

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

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, HTML, CSS and SASS.
- Excellent problem-solving and analytical skills
- Strong communication and interpersonal skills
- hand-eye coordination in problem solving.

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 i 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 Cartridgeges.
Proficient in using ward equipment and technology, such as monitoring devices and electronic health record systems, to enhance patient care.

Ability to handle fast-paced environments: I am able to adapt quickly to the fast-paced and often demanding nature of the job.
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
Created and maintained technical documentation for systems, processes, and procedures.
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 a passion for learning and be adaptable to new software technologies and updates. They should be able to quickly learn and understand new systems and keep up with industry trends and best practices.
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.

References:

Available upon request