



# THEOPHILUS BOATENG

## CONTACT

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## TECHNICAL SKILLS

- **Data Analytics:** Tableau, Power BI, RapidMiner, SPSS, Excel.
- **Programming Languages:** HTML, CSS, JavaScript, Python, SQL.
- **Frameworks & Libraries:** React, Tailwind CSS, Bootstrap, Shadcn/ui.
- **Tools & Platforms:** Git, GitHub, Node, Vite, Visual Studio Code.
- **Virtualization:** VirtualBox, Hyper-V, VMware
- **Other Skills:** Microsoft 365, Teams, Skype, Google Workspace.

## SOFT SKILLS

- Strong leadership and team management skills.
- Excellent interpersonal abilities and social skills.
- Solid communication skills (written and oral).
- Proven problem-solving and conflict resolution capabilities.
- Time management skills: can adapt to changing priorities and multitask to complete time-sensitive assignments.
- Exceptional attention to details and superior analytical skills.

## SAMPLE PROJECT

- **Live Up:** a weight management web app that allows users calculate their Body Mass Index (BMI) and receive meal recommendations based on their BMI to maintain healthy weight.  
Link: <https://live-up.netlify.app/>

## ONLINE

- Website:  
<https://theo-personal-site.vercel.app/>
- Github:  
<https://github.com/t-boat>

## PROFESSIONAL SUMMARY

A results-driven and versatile professional with strong foundations in both hospitality management and computer science. Possess over two years of customer service and leadership experience from the hospitality industry and a solid background in front-end web development. I am seeking to leverage a unique blend of interpersonal, managerial, and technical skills to make innovative contributions in a forward-looking organization.

## PROFESSIONAL EXPERIENCE

**IT Support / Administrative Assistant** [ Oct 2021 – Aug 2022 ]

**Youth Employment Agency** - Takoradi, Ghana

- Acted as the initial point of contact for all computer systems issues.
- Assisted all Agency staff to meet their everyday IT needs.
- Provided technical support for a range of business technologies.
- Created "how-to" guides on technology-related tasks and procedures.
- Performed administrative tasks to support operations of the Agency.
- Maintained an inventory of office supplies and equipment, ensuring normal operation of systems and calling for repairs or replacement where necessary.

**Front Office Supervisor** [ May 2015 – Sep 2017 ]

**Protea Hotel by Marriott** - Takoradi, Ghana

- Supervised daily operations of the front office, ensuring exceptional guest service and efficient check-in/out processes.
- Managed and trained a team of 8 front desk associates to uphold the highest standards of hospitality and customer service.
- Collaborated with various departments (housekeeping, concierge, etc.) to ensure seamless guest experiences.
- Handled guest complaints and resolved issues promptly, maintaining high levels of customer satisfaction.
- Conducted performance evaluations and provided constructive feedback to staff, fostering a positive and productive work environment.

## EDUCATION

**Bachelor of Science in Computer Science**

University of Ghana, Accra, Ghana

Graduated: November, 2021

## TRAININGS

**Frontend Web Development Training**

MEST Africa, Accra, Ghana

May 2024 – July 2024

- Gained proficiency in **HTML, CSS, JavaScript, Tailwind CSS** and **React**. Developed multiple web applications.