Theophilus Boateng

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SUMMARY

A goal-driven and self-motivated Computer Science graduate with pre-degree work experience in the hospitality industry. I am seeking to launch a career in Software Development, with a focus on frontend development, software testing and quality assurance.

HARD SKILLS

Mathematical / Statistical / Data Analytics Tools:

- Matlab | SPSS | RapidMiner | Jupyter Notebook | Tableau | Power BI

UI/UX Design Tools:

- Adobe XD, Figma, Balsamiq Wireframes

Programming Languages:

- HTML | CSS | JavaScript | SQL | Python

Development Tools:

- VS Code | Vite.js | Node.js | RunJS | Git

Frameworks / Libraries:

- ReactJS | Tailwind CSS | MUI

Operating Systems:

- Windows, Linux, MacOS

Command-line Shell and Scripting:

- Windows PowerShell | Linux Bash

Virtualization Tools:

- VirtualBox, VMware, Hyper-V

Office / Collaboration Tools:

- Office 365 | Teams | Skype

SOFT SKILLS

- Exceptional attention to details.
- Strong planning and organizing skills.
- Solid communication skills (both oral and written).
- Superior critical thinking and decision-making skills.
- Solid leadership, supervision and team building skills.
- Excellent social, networking and rapport-building skills.
- Interpersonal sensitivity, multiculture and diversity skills.
- Tactfulness, diplomacy, mediation and conflict resolution skills.
- Aptitude to adapt to new environments and learn new things quickly.
- Ability to work effectively both independently and collaboratively as part of a team.
- Ability to efficiently manage time, adapt to changing priorities, meticulously multitask and complete time-sensitive tasks.
- Excellent analytical and logical problem-solving skills: can see the larger picture and finer details when tasked with problem.
- Superb interpersonal and people skills developed through dealings with guests, vendors, co-workers, superiors, high profile and VIP guests, and many other people.

PROFESSIONAL EXPERIENCE

IT Support / Administrative Assistant (National Service)

Youth Employment Agency, Western Region [Oct 2021 – Aug 2022]

City: Sekondi
Country: Ghana
Main activities and responsibilities:

- Acted as the initial point of contact for all computer systems and related issues.
- Assisted all Agency staff to meet their everyday information technology needs.
- Diligently performed administrative tasks to support the operations of the Agency.
- Provided technical support and troubleshooting for a range of business technologies, including computer systems (hardware and software), network devices, mobile devices, audio-visual equipment, printers and other peripherals.
- Created *"how-to"* guides on technology-related tasks and procedures routinely undertaken by the staff.
- Maintained an inventory of office supplies and equipment, ensured normal operation of all systems and called for repairs or replacement where necessary.

Front Office Supervisor (Acting Front Office Manager)

Protea Hotel Takoradi Select (by Marriott) [May 2015 – Sep 2017]

City: Takoradi
Country: Ghana
Main activities and responsibilities:

- Spearheaded the front office department and oversaw the daily operations of the front desk, including check-in/check-out procedures, reservations, front desk supplies, budgeting & forecasting for front office, handling guest issues, and more.
- Maintained accurate records, including guest information, room inventory, and financial transactions.
- Prepared and analyzed front office documents and reports related to occupancy, revenue, and guest satisfaction metrics.
- Provided leadership and guidance to the front office staff, including training, scheduling, and performance management.
- Ensured adherence to hotel policies, procedures, and standards in order to maintain high levels of guest satisfaction.
- Ensured compliance with all relevant regulations and standards, including health and safety protocols.
- Acted as the primary point of contact for guest complaints, escalated guest concerns and complex situations.
- Professionally resolved work-related guest issues in a timely, tactful, diplomatic, and respectful manner.
- Monitored guest feedback systems and implemented corrective measures as necessary to address areas for improvement.
- Provided exceptional customer relationship management through dealings with irate and not-so-polite guests. Collaborated with other departments to ensure seamless guest experience and efficient hotel operations.

EDUCATION

Bachelor of Science (Hons) in Computer Science

University of Ghana [Oct 2017 – Sep 2021]

TRAINING

Web Development Training

Generation Ghana in partnership with *MEST Africa* and *MasterCard Foundation*

Accra, Ghana [May 2024 – Aug 2024]

- **Practical web development training (Frontend option)**

References are available upon request