Freddie Jensen

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Summary

Experienced IT professional with a good background in software engineering and data processing. Skilled in project management support, team collaboration, and process optimization. Proficient in various programming languages and data analysis tools. Seeking a challenging role in a dynamic organization where I can leverage my skills to drive innovation and growth.

Key Technical Skills

- Software Design and Elicitation
- Java Spring Boot
- Programming (Java, C#, Python)
- API Programming and Integration
- Microsoft Office
- Project Management
- SQL
- Business Operations
- Information Technology
- JIRA

Experience

1. Technical IT Help Desk Officer

Ghana Health Service, Accra, Ghana

2021 to date

- Designed, implemented, and maintained networking infrastructure to support the organization's operations.
- Managed servers and performed fault repairs to ensure system uptime and availability.
- Provided technical support for regional training, troubleshooting issues and resolving problems on time.
- Developed web applications using Spring Boot, including microservices, to improve the efficiency of internal processes and user experience.
- Created presentations and schedules and repaired faulty equipment.
- Managed teams and solved requests using remote desktop applications and help desk software, such as AnyDesk and Google Meet.

2. Digital & Operations Manager

Company: PAMAS Court Company Ltd

Location: West Legon, Ghana

2020 - 2021

- Automated operational strategy implementation using structured accounting and data gathering tools, such as Excel spreadsheets and Google Keep annotations, to improve efficiency and accuracy.

- Initiated and managed staff payroll and tier 1 Social Security payments, ensuring compliance with regulatory requirements.

- Collaborated with third-party digital partners to digitize restaurant marketing operations and social media interactions for events, resulting in increased customer

engagement and brand awareness.

- Led in-house app development with microservices, including an employee management system using Java and Spring Boot, to streamline internal processes and enhance user experience.

3. Team Lead

Company: WB- DevWorld

Location: East Legon, Accra, Ghana

2020

- Collaborated with UI and UX team through backend support using PHP and WordPress to develop several websites and web-based software applications that increased online sales by 20% within three months of launch.

- Reduced defects in team output and improved customer experience by 30% through the effective use of project management tools like 'ClickUp', 'Google Collaborations' and the Gibbon Management System. I also implemented a system of automated tests and code reviews that caught issues before they made it into production.

- Developed and collaborated on APIs crucial to the functionality of the web-based software applications we built. For example, I worked with the team to develop a RESTful API that integrated a client's existing inventory management system with their e-commerce platform, streamlining the order fulfilment process.

4. Information Technology & Operations Support Officer

Company: K. Zorre Properties Ltd

Location: Abelemkpe, Accra- Ghana

2015 – 2020

- As the Information Technology Officer, I reduced digital communication costs by up to 45% through automated responses and communication via bulk SMS blasting and chatbots on the company websites. I also enhanced communication tools using digital reporting communication with line managers and the board of directors to streamline easy information flow. Adding to this, I developed web apps using Java and WordPress, in-house productivity apps with C# and provided help-desk support.

- As the General Operations Officer, I implemented management and board goals and objectives through scheduling and regulated micro-management and provided support for stakeholder engagements using Microsoft Teams and Google Work Tools. I planned daily operational strategies using Google Cloud and an in-house file management tool, including delivery routing, team workflows, and promotional initiatives. I conferred with project managers and other stakeholders on estate and land acquisition and the draft of the lease and other agreement documents.

5. IT Support Officer

Company: Scope Global Ghana

Location: West Legon, Ghana

2014 – 2016

• Conducted simple data cleaning and processing of receipts and rough financial data using Microsoft Excel and Python analytical tools to structure the raw data into readable and easy-to-understand formats and reports.

• Identified and corrected data entry errors to ensure data accuracy and prevent duplication across systems.

Education and Training

Ghana Communication Technology University (GCTU) | Accra, Ghana
Bachelor of Science in Information Technology
11/2022

European University of Luxembourg | Luxembourg
Certificate, Financial Accounting
3/2021

NIIT Ghana | Accra, Ghana
Professional Diploma, Software Engineering
9/2017

Abuakwa State College| Kibi, Ghana
High School Certificate, Agricultural Science
7/2007

Certifications

- Huawei Certified ICT Associate (HCIA), 2020
  Routing and Switching

- Google Digital Garage, 2020
  Digital Marketing

- Cybrary Micro Certification, 2018
  End User Mobile Device Security

- Ghana Communication Technology University, 2020
  Soft Skills (People Management)

Portfolios & Projects

- https://linkedin.com/in/freddie-j-420660b3/
- https://github.com/xjmaine
- https://rdd-ghs.org