Abdullah Anaman

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Professional Experience

IT Technician, *Aqua Safari Resort* — 09/2022 – Present, Big Ada, Ghana

- Manage security options and software in computers and networks to maintain privacy and protection from attacks.
- Troubleshoot system failures or bugs and provide solutions to restore functionality.
- Set up hardware and install and configure software and drivers.
- Maintain and repair technological equipment (e.g. routers) or peripheral devices.
- Configuring telephone systems.
- Diagnose and resolve technical issues and have excellent communication skills to communicate with guests effectively.
- Assisting staff and guests with computer and software issues.
- Ensure the hotel's PMS software is running at all times.
- Increased the interactions on the resort's website using Google Business Manager.
- Installed and activated a live chat system on the resort's website to boost sales.
- Developed a web-based clinic management system to keep records of guests and staff who visit the clinic.

Web Technology Associate, *A Dose of Encouragement Incorporated* — 03/2022 – Present, Fayetteville, NC, USA

- Ensure the website is up-to-date and user-friendly.
- Execute website improvements with regard to SEO and visual appeal.
- Work collaboratively with internal teams to build and execute digital marketing strategy.
- Oversee e-communications deployment and data management using MailChimp.
- Track, analyze, and report on the performance of the website and social media.
- Interface with various departments in gathering communications materials.
- Assist in the management of general communications and public relations as needed.

IT Technician (National Service), *Aqua Safari Resort* — 10/2021 – 09/2022, Big Ada, Ghana

- Manage security options and software in computers and networks to maintain privacy and protection from attacks.
- Troubleshoot system failures or bugs and provide solutions to restore functionality.
- Configuring telephone systems.
- Ensure the hotel's PMS software is running at all times.

Web Developer (Part-Time), *SokoAerial Robotics* — 05/2019 – 07/2021, Accra, Ghana

- Assisted in designing and developing web applications under the guidance of senior developers.
- Contributed to front-end and back-end development tasks.
- Assisted in troubleshooting and resolving issues.
- Collaborated with other designers and developers to gather requirements and define project goals.
- Developed and deployed the company's website using HTML, CSS, WordPress, and JavaScript.

IT Assistant, *Byll Wych Group*   10/2019 – 03/2020
- Assisted and provided support in the execution of all IT-related issues.   Accra, Ghana
- Collaborated with three developers to develop an airline booking system for Byll Wych Travel & Tours.
- Collaborated with three developers to develop an insurance comparison system to enable users to choose the best-rated insurance company.
- Collaborated with three developers to develop a customer relationship management system to improve the company's relationship with its customers.
- Collaborated with three developers to develop a visitor tracking system to keep records of all visitors who visit the work's premises.

Education

BSc. Computer Engineering, *Ghana Communication Technology University*   09/2017 – 06/2021
Accra, Ghana

General Science with IT, *Adisadel College*   11/2010 – 05/2013
Cape Coast, Ghana

Technical Skills

HTML	CSS
PHP	WordPress
Flutter	Git
Network Administration	

Professional Skills

Effective communication	Team player
Strong problem solver	Good time management

Personal Projects

Video Conferencing Web App
Collaborated with one developer to develop a video conferencing web app to help Ghana Communication Technology University lecturers have long hours of online learning during the COVID-19 pandemic.

Technologies Used:
- Laravel
- Vue JS

Certificates

Certificate of Honor
ESA Leavers Awards Night (2018)

Introduction to Programming
Nanodegree, Udacity

Certificate of Participation
IEEE Virtual Events Program in Africa: Smart Grid (2017)

The Fundamentals of Digital Marketing
Google Digital Garage

Interests

- Video Games
- Travelling
- Music
- Movies