Ebenezer Boakye

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PROFESSIONAL SUMMARY

An IT and Software Engineer with experience building web applications in **React,** mobile applications with **Flutter (Dart),** strong foundation in **Java** development**, data analytics,** and experience in AI models development with **Python**. These skills have been paired with backend technologies including **NodeJS, Firebase** and **SQL** that deliver value. My journey in both academic and commercial environments has equipped me with versatile skills including **IT Support, Production Support, Linux,** and **Active Directory.** I am eager to contribute and learn within a dynamic, fast-paced and forward-thinking organisation.

KEY TECHNICAL SKILLS

PYTHON || JAVA || LINUX || JAVASCRIPT || REACT || HTML, CSS || NODEJS || FIX PROTOCOL || SQL || FIREBASE || FLUTTER

BASH SCRIPTING || ACTIVE DIRECTORY || MICROSOFT OFFICE 365 || SERVICE NOW || AGILE DEVELOPMENT

EDUCATION

LONDON SOUTH BANK UNIVERSITY.
First Class Honors *BSc Computer Science September 2020 – 2024.*

PROJECTS ↗

JOBFLOW - JOB APPLICATION TRACKER – (Similar to Java Microservices).
Personal Project January 2025.
- Designed a modern job tracking system with React, TypeScript and Tailwind CSS featuring dark mode support.
- Implemented local data persistence using Implemented local data persistence using IndexedDB for seamless offline functionality.
- Created an analytics dashboard with interactive charts for visualizing application statuses and trends.
- Integrated coding challenges and interview prep features with real-time test execution capabilities.

AI CALORIE COUNTER – (Data Processing & Automation).
Personal Project June 2024.
- Developed a Web App written in Python and JavaScript that sums up calories in a meal through its image.
- Utilised Flask Web Framework, REST API and OpenAI API in the backend.
- Implemented a secure file upload functionality for handling meal images using jQuery and AJAX.

SHOP BY STOCK - (Real-time Processing).
Personal Project January 2024.
- Developed a real-time inventory management iOS mobile application designed for local shop owners and customers written in DART.
- Implemented by using Flutter, Firebase for the backend, Google maps and Barcode lookup APIs.

WEB APPLICATION FOR EV CONVERSION (GREENDRIVE HUB).
(Group Project) March 2023.
- Collaborated on a client-based project with a team of four to develop a web application to serve as a hub for converting combustible engine vehicles to electric.
- Proposed contact and community pages using JavaScript, React, MongoDB, Bootstrap and Tailwind.

WORK EXPERIENCE

IT OPERATIONS CONSULTANT (Hybrid).
FDM GROUP (London) September 2025 – Present.
- Trained in Agile **IT Service Management (ITSM)** using **ServiceNow**, managing incidents, service requests, problems, and change workflows aligned with **ITIL** practices
- Wrote and queried **SQL** databases for data retrieval, reporting, and troubleshooting.
- Used **Python/Bash (Linux)** scripting and shell automation to streamline recurring checks, log analysis, and alerting tasks.
- Monitored and supported **Windows Server environments**, including Active Directory, Group Policy, DNS, and user access management

CUSTOMER/PPI ASSISTANT (On site).
JEWSON (London) August 2024 – September 2025.
- Assisted 15 to 20 customers daily in selecting suitable materials, achieving a 95% satisfaction rate through effective communication and problem-solving strategies.
- Managed queries and facilitated the efficient loading and unloading of 4 daily deliveries, contributing to a 40% improvement in operational efficiency within the logistics team.
- Maintained accurate stock records through regular checks and updates, achieving a 15% reduction in discrepancies over a six-month period.
- Provided administrative support by completing data entry for over 20 records and updating stock systems, enhancing overall efficiency.

EVENTS & PROGRAMMES EXECUTIVE (Hybrid-Part time).

SOUTH BANK INNOVATIONS (ENTERPRISING FUTURES AT LSBU) (London) *September 2023 – March 2025.*

- Co-ordinated in post-event data analysis and automation initiatives, enhancing event execution efficiency by 23% and streamlining processes for future events.
- Managed 10-15 queries daily and signposted individuals using in-person interactions, email, SMS (HubSpot), and telephone, achieving a response rate of 15%.
- Provided consistent administrative support for team activities by updating event listings and managing team calendars, resulting in a 20% increase in event participation.
- Co-ordinated with 3 speakers and 2 external partners while consulting with university stakeholders to enhance event quality and engagement.

TECHNICAL CUSTOMER SERVICE ADVISOR – 1ˢᵗ level support (Remote).

SENSEE LTD (London) (Dojo) *September 2022 – September 2023.*

- Solved 24% of customer queries and complaints (Zendesk) within a three-day deadline through written and verbal communication.
- Troubleshoot 10-17 card machines daily (Dojo Go), including remotely logging in to resolve technical issues.
- Co-ordinated payment system troubleshooting, gaining exposure to financial services & banking technology.
- Collaborated across 5 teams to escalate queries and customer issues which improved positive customer experience by 10%.
- Facilitated API integrations, improving response times by 5% for clients.

ADDITIONAL TRAINING

Google IT Support Certificate || Microsoft Azure Files & Azure Blob Storage || Microsoft Azure OpenAI and Semantic Kernel