

# Abdul Gafaru Sultan Salifu

## IT Support Specialist/Software Developer

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## PROFESSIONAL SUMMARY

As an experienced IT Support Specialist and Web Developer with 4 years of industry expertise in software development and information technology, I possess a unique blend of technical and digital marketing skills. With a proven track record of delivering top-notch IT support and web development solutions, I was recognized as one of the Top 50 Bloggers in Ghana for building and ranking an online web application using WordPress.

With expertise in React.JS, Express.JS, Node.JS, WordPress design and maintenance, JavaScript, GitHub, SEM, responsive web design, IT consulting, technical support, and digital marketing, I am confident in my ability to drive technological innovation and growth. My excellent communication and writing skills enable me to effectively collaborate with teams and clients.

I am excited to leverage my skills and experience as a Web Developer, IT Support Specialist, IT Technician, or Software Engineer to drive success in a dynamic and innovative organization.

## WORK EXPERIENCE

### Web Developer (Intern)

June 2020 - December 2020.

Wi-Flix Ghana. Accra

#### Skills Summary:

- Designed and implemented intuitive UI components that enhanced overall website usability and accessibility.
- Developed and deployed high-performance JavaScript code that reduced page load times by 40%.
- Collaborated with designers to translate mockups into functional web pages that met design requirements.

### Sales Manager

May 2018 - February 2020.

Nabee 360 Enterprise, Nandom

#### Skills Summary:

- Spearheaded sales efforts to drive revenue growth, resulting in a 25% increase in sales of electrical appliances and a 30% increase in sales of building electrical parts.
- Developed and executed sales strategies to promote smart devices and wiring accessories, achieving a 40% increase in sales revenue in these categories.
- Built strong relationships with electrical contractors and builders resulting in a 90% customer satisfaction rate and a 25% increase in repeat business.
- Collaborated with suppliers to negotiate prices, improve product offerings, and enhance inventory management, resulting in a 15% reduction in costs and a 20% increase in inventory turnover.
- Analyzed sales data and market trends to optimize sales strategies, improve product mix, and maximize revenue growth in the business.

### IT Support Specialist

October 2017 - March 2018.

Chalice Ghana, Nandom

#### Skills Summary:

- Resolved complex technical issues for employees, resulting in a 95% first-call resolution rate.

- Configured and deployed new hardware and software solutions, improving overall system efficiency by 30%.
- Developed and implemented effective troubleshooting guides and training programs, reducing support request response time by 40%.
- Collaborated with teams to identify and resolve IT-related bottlenecks, increasing productivity by 20%.
- Conducted thorough root cause analyses and implemented preventative measures, reducing repeat incidents by 35%.

## EDUCATION

### ALX AiCE - Career Essential

- ALX Africa, April, 2024

### Google IT Support Professional

- Google, December 2022

### Software Development (Fullstack)

- Mest Africa, May, 2021.

### Senior High School

- Ko Senior High School, June, 2015

## PROJECTS

### School Exeat Form [ReactJS, MongoDB, NodeJS, ExpressJS, HTML] [project link](#)

Tasked to create a school exeat web application. This project is aimed at making it easier for school administrators to approve and track students' movements in and out of the school.

### MusiMovi Planet [ReactJS, MongoDB, NodeJS, ExpressJS, HTML] [project link](#)

A movie information directory where you can search for any movie and get more information about it immediately.

## CERTIFICATIONS

### Ai Augmented Professional Development Skill

*ALX Africa, April 2024*

### Data Science Maths Skill

*Duke University, Feb. 2023*

### Technical Support Fundamentals

*Google, December 2022*

### Bits and Bytes of Computer Networking

*Google, December 2022*

### Fundamentals of Digital Marketing

*Google Digital Garage, Aug 2021*

### Fullstack Web Development

*MEST Africa, May 2021*

### React and ECMAScript

*IBM, February 2021*

### Enterprise Design Thinking

*IBM, February 2021*

## Technical Skills:

**Languages:** Python, C, JavaScript, HTML, CSS      **Frameworks:** Express, ReactJs, BootStrap

**Database:** MySQL, MongoDB