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 over 4 years of industry expertise in software development and information technology, I possess a unique blend of technical and digital 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 in 2023.

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.

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:
- 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:

- Increased sales of electrical appliances by 25% and building electrical parts by 30%.
- Developed and executed sales strategies for smart devices and wiring accessories.
- Established strong relationships with contractors and builders, resulting in a 90% customer satisfaction rate and a 25% increase in repeat 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.
- Reduced support response time by 40% with troubleshooting guides and training.
- 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
Google AI Essentials
- Google, August, 2024

ALX AiCE - Career Essential
- ALX Africa, April, 2024

Data Science Maths Skill
- *Duke University, February, 2023*

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
Operating Systems and You: Becoming A Power User
Google, August 2024

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   **Artificial Intelligence:** Prompt Engineering