



Francis Owusu Ansah

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● ABOUT ME

Tech-savvy developer with comprehensive experience devising, designing, and deploying various applications for cross-functional platforms by leveraging latest technologies

● WORK EXPERIENCE

2020 – 2023 Shanghai, China

MICROSOFT 365 PREMIER TECHNICAL LEAD WICRESOFT

Advise key clientele on leveraging Office 365 services such as Azure, Exchange Online, SharePoint Online, Microsoft Teams, PowerApps. Support customers in resolving Office 365 configuration issues and technical concerns. Ensure data integrity during migration from other on-premises as well as cloud platforms to Office 365 while offering effective technical support to small business customers.

- Modified, updated, and customized Office 365 portal as per clients' requirements by leveraging Azure AD and PowerShell scripts.
- Led and trained team of engineers to troubleshoot Microsoft 365 subscribers across the globe.
- Utilized Dynamics 368 to track, monitor, and manage customer e-mails and tickets.

Business or Sector Administrative and support service activities | **Department** BU Department |

Address #1000 Zixing Road, Minhang District, Shanghai , 201100, Shanghai, China |

Website <https://wicresoftinternational.com/>

Link <https://www.linkedin.com/company/wicresoft/>

2017 – 2023 Kumasi, Ghana

SOFTWARE DEVELOPER (FULLTIME/REMOTE) JIMAHTECH LIMITED

- Orchestrated and executed end-to-end functions across the entire software product development life-cycle, encompassing design, testing, and implementation.
- Designed and constructed a diverse range of websites for clients with the primary objective of boosting traffic engagement.
- Harnessed the power of SQL database insights to create comprehensive analytics reports.
- Demonstrated support for some of the largest clubs in Africa by spearheading the development and deployment of a mobile app boasting 20,000 active users.
- Spearheaded the architecture, development, and delivery of Android and iOS applications for both mobile devices and desktop platforms.
- Achieved a remarkable 30% reduction in project costs through the development of innovative mobile applications.

Business or Sector Information and communication |

Address Acheamfour Top Hotel Plaza, Patasi, Kumasi, 00233, Kumasi, Ghana | **Email** business@jimahtech.com |

Website <https://jimahtech.com/>

- Successfully oversaw all-encompassing end-to-end processes within the realm of mobile software application development.
- Attained a profound understanding of contemporary and cutting-edge Smartphone APIs, resulting in significant improvements in time efficiency.
- Employed advanced methodologies and state-of-the-art technologies like Flutter to enhance the development process.
- Skillfully undertook the design, architecture, and deployment of user-friendly interfaces, accompanied by efficient debugging and rigorous testing practices.
- Played a pivotal role in optimizing an existing application, achieving a high-fidelity user interface and swift response times, consequently augmenting the revenue stream.

● **EDUCATION AND TRAINING**

JAN 2014 – DEC 2017 Kumasi, Ghana

B.SC. IN INFORMATION TECHNOLOGY Ghana Technology University College

- Principles of Programming Language
- Data Structures and Algorithm
- Data Communication and Networks, Databases
- Software Engineering
- Operating Systems
- Discrete Mathematics
- Calculus
- Compilers and Translators
- Artificial Intelligence

Field of study Information and Communication Technologies | **Final grade** Second Class Honours

OCT 2023 – CURRENT Riga, Latvia

MASTER IN COMPUTER SYSTEMS Riga Technical University

Website <https://rtu.lv/>

● **LANGUAGE SKILLS**

Mother tongue(s): **ENGLISH**

● **DIGITAL SKILLS**

Mobile (Java/Android, Objective-C/iOS, Swift/iOS, Flutter/Android/iOS) | Powershell, bash, Python | Microsoft Office/ Office 365 | Azure | Git | Github | Microsoft Server Administration | SQL and MS-SQL | Node.js (JavaScript) | Experience with PHP, SQL, HTML, CSS, JavaScript | Postman | Wordpress | RESTful API | Power Apps, Power Automate, Power Flow, Power BI | PHP Framework Laravel | PostgreSQL Database

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Professional Skills

Communication and Interpersonal Skills: Proficient in communicating complex ideas effectively, fostering a collaborative team environment, and building strong professional relationships.

Critical Thinking and Problem-Solving: Adept at analyzing complex situations, identifying key issues, and developing innovative solutions through critical thinking and problem-solving techniques.

Self-Motivation: Proactive in taking initiative and self-motivated to exceed expectations and drive projects forward.

Attention to Detail: Meticulous in ensuring accuracy and precision in all tasks, maintaining high standards of quality in work.

● MANAGEMENT AND LEADERSHIP SKILLS

Team Lead

Leadership: Demonstrated leadership abilities through effectively guiding teams towards common goals, motivating peers, and leading by example.

Organizational Skills and Project Management: Proven ability to manage projects, effectively prioritize tasks, and streamline processes to achieve objectives in a timely manner.

Collaboration and Teamwork: Skilled in collaborating with diverse teams, leveraging collective strengths, and fostering a cohesive working environment to achieve common goals.

● HONOURS AND AWARDS

SEP 2021

EOM – Wicresoft

The Employee of the Month Award is a prestigious recognition honoring an outstanding individual for their exemplary dedication, exceptional performance, and significant contributions within the company. This monthly award serves as a symbol of appreciation for an employee who consistently goes above and beyond in their role, setting a high standard for excellence and inspiring their peers.

DEC 2021

Quarterly EOM – Wicresoft

The Quarterly Employee of the Month Award recognizes and celebrates exceptional performance and dedication displayed by an employee over a three-month period. This award highlights the outstanding efforts and contributions of an individual who consistently goes above and beyond in their role.

JAN 2022

Annual EOM Award – Wicresoft

The "Annual Employee of the Month" award is based on employee votes to select the best employees of the preceding year.

MAR 2022

Management Award – Wicresoft

Is an award selected by management team based on the employee my past performance. It combines their core past EOM and best performance award

MAY 2022

Management Award – Wicresoft

Is an award selected by management team based on the employee my past performance. It combines their core past EOM and best performance award

● PROJECTS

SEP 2018

Kotoko Express App, Shanghai – China (Remote) | Lead Developer

- Led the development of a mobile application (Android and iOS) for Kumasi Asante Kotoko Sporting Club, working collaboratively with backend and UI teams.
- Collaborated closely with the backend team to ensure seamless integration of data and services, enhancing the app's functionality and performance.
- Worked in tandem with the UI design team to create an intuitive and visually appealing user interface, optimizing the overall user experience.
- Conducted IT training for team members to expand brand reach and enable the efficient delivery of content, including videos, to fans.
- Provided dedicated support to subscribed users, promptly resolving any app-related issues and ensuring a seamless user experience.

- Utilized technologies such as Flutter and Node.js to deliver a robust and feature-rich mobile application.
 - Technologies used: PHP (Laravel), PostgreSQL, Bootstrap, HTML, CSS, JavaScript, Linux Server, Dart
- This project showcased my ability to lead cross-functional teams and drive fan engagement through innovative IT solutions.

Links <https://fabucensus.com> | <https://play.google.com/store/apps/details?id=com.kotoko.express> | <https://apps.apple.com/us/app/kotoko-express-app/id1462573872>

JUN 2022

Votezy - Digital Voting Platform, Shanghai – China (Remote) | Lead Developer

- Pioneered the development of Votezy, a fast, secure, and reliable digital voting platform catering to various voting needs, including reality shows, awards events, and political voting events.
 - Designed and implemented a multiplatform voting system, enabling users to cast votes via dedicated mobile applications.
 - Collaborated with a cross-functional team to ensure the platform's performance, security, and user-friendliness.
 - Successfully delivered a versatile and user-centric voting solution, meeting the diverse requirements of viewers, audiences, and voters across different events.
 - Technologies used: PHP (Laravel), PostgreSQL, Bootstrap, HTML, CSS, JavaScript, Linux Server, Dart
- This project exemplifies my expertise in software development and my ability to create innovative solutions that cater to a wide range of user needs, enhancing user engagement and participation in various voting events.

Links <https://votezy.com/> | https://www.youtube.com/watch?v=umqAHQ5LTRw&ab_channel=Votezy | <https://play.google.com/store/apps/details?id=com.jimahtech.votezy> | <https://apps.apple.com/us/app/votezy/id1635218662>

NOV 2022

Builders Mall Africa - Online Mall for Builders, Shanghai – China (Remote) | Lead Developer

- Led the development of the Builders Mall Africa App, an innovative online mall catering specifically to the needs of builders and construction professionals.
- Worked collaboratively with a dedicated team to create a comprehensive and user-friendly mobile application available on both Android and iOS platforms.
- Employed modern development technologies and best practices to ensure the app's reliability, security, and exceptional performance.
- Contributed to the successful delivery of a specialized online shopping solution that streamlines the procurement process for builders and construction industry stakeholders.

Link <https://www.buildersmallafrika.com/>

MAY 2020

Abapa Mall App, Shanghai – China (Remote) | Lead Developer

- Played a pivotal role in the development of the Abapa Mall Shopping App, a versatile and user-friendly mobile application available on both Android and iOS platforms.
- Collaborated closely with a dedicated team to design and implement a feature-rich shopping app, optimizing the user experience for shoppers visiting Abapa Mall.
- Leveraged modern technologies and best practices to ensure the app's reliability, security, and seamless performance.
- Contributed to the successful delivery of a mobile shopping solution that enhances customer engagement and convenience for Abapa Mall patrons.
- Technologies used: PHP (Laravel), MySQL, Bootstrap, HTML, CSS, JavaScript, Linux Server, Dart

Links <https://play.google.com/store/apps/details?id=com.jimahtech.abapa> | <https://apps.apple.com/us/app/abapa-mall/id1519722602>

DEC 2016

Election Hub, Accra, Ghana | electionshub.online/ Associate Developer

- Developed election collation software to automate election results counting processes
- Developed election history and analysis system to present data and analysis based on past elections - Trained employees in the use of IT to increase their productivity at election collation
- Technologies used: PHP (Laravel), MySQL, Bootstrap, HTML, CSS, JavaScript, Linux Server.

Link <https://electionshub.online/>

MAY 2016

MyAir Radio Automation and Billing System, Kumasi, Ghana | Associate Developer

- Developed radio automation and billing software to automate company processes
- Trained employees in the use of IT to increase their productivity at media houses - Introduced radio scheduling that media houses adopted and still use today
- Technologies used: VB.NET, PHP, MySQL, JavaScript, Linux Server.