

# Nana Ebow Enyan-Aidoo

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## Profile

A passionate IT professional with extensive hands-on experience in providing technical support, maintaining IT infrastructure, and managing website content. Skilled in troubleshooting hardware and software issues, ensuring network security, and delivering user-centric IT solutions. Adept at collaborating with cross-functional teams to enhance system efficiency and maintain a secure IT environment. Strong foundation in computer science, coupled with a proactive approach to problem-solving and technical innovation.

## Professional Experience

### **INFORMATION TECHNOLOGY ASSISTANT**

INTERNATIONAL CENTRE FOR EVALUATION AND DEVELOPMENT(ICED)

**JANUARY 2024 – DECEMBER 2024**

- Monitored and troubleshooted the organizational network to ensure seamless connectivity and performance.
- Installed, updated, and configured hardware and software across various devices.
- Provided reliable technical assistance to staff on IT-related concerns.
- Developed mail-merging strategies to save time and money

### **SOFTWARE DEVELOPMENT INTERN**

MOONSQUARE

**JUNE 2022 – AUGUST 2022**

- Collaborated with senior developers to design, test, and improve two applications using agile methodologies.
- Contributed to UI/UX design, database management, and application testing processes.
- Participated in code reviews and implemented bug fixes, optimizing application performance by 3%.
- Advised on the development of new features to improve user experience and functionality.

### **COMPUTER SCIENCE LAB TECHNICIAN**

VALLEY VIEW UNIVERSITY

**JUNE 2021 – MAY 2023**

- Maintained and updated an inventory of laboratory devices while troubleshooting and resolving hardware issues.
- Installed and updated system software to ensure smooth operation of lab systems.
- Set up and maintained hardware.
- Tutored new colleagues.
- Scheduled and managed lab usage to maximize resource efficiency.
- Provided technical support and mentorship to students and staff, fostering a productive learning environment.

## Education

**BSc. COMPUTER SCIENCE |  
VALLEY VIEW UNIVERSITY  
SEPTEMBER 2019 – MAY 2023**

Relevant Coursework

Operating Systems, Cyber Forencics, Computer Graphics, Artificial Intelligence, Programming with C++,  
Internet Enabled Applications, Dot Net Programming, Computer Vision, Systems and Network Administration

## Volunteer Experience

**PUBLIC RELATIONS OFFICER  
COMPUTING SCIENCES STUDENTS' ASSOCIATION (CoSSA)  
SEPTEMBER 2022 – MAY 2023**

- Organized and promoted events and activities for the association, such as workshops, hackathons and a 7-day long week celebration dubbed "Techvolution".
- Handled effective internal communication between members, executives and lecturers.
- Created and curated engaging content such as blog posts, and videos to promote association activities.
- Assisted the executive committee to create extracurricular clubs for members.

## Skills & Abilities

- Proficiency with the MS Office
- IT Support & Troubleshooting
- Basic Programming
- Willingness to collaborate across teams and independently
- Innovativeness

## Activities and Interests

Hiking,camping