

Jack Osei

10+ Years as an IT Specialist | Front End Developer (MERN STACK) | UI/UX DESIGNER

Tech-savvy problem solver with a decade of experience helping businesses keep their IT systems secure, efficient, and running smoothly. Skilled in troubleshooting, system maintenance, and optimizing IT infrastructure to reduce downtime and improve productivity. Passionate about delivering reliable support, simplifying tech for users, and ensuring seamless day-to-day operations.

EXPERIENCE

Foodie Holdings Limited, Dubai — *Frontend Developer / Product Engineer*

MARCH 2023 - PRESENT

- Developing, maintaining, and optimizing an innovative React-based catering ordering app, leveraging React.js, Node.js, MongoDB, and Express.js to ensure a seamless and scalable online ordering experience.
- Architecting and implementing backend features, including API integrations, database optimizations, and server-side logic to enhance app performance and reliability.
- Optimized and successfully ranked three commercial catering websites (blastcatering.com, dish.ae, and deeritna.com) securing top 3 rankings on niche keywords such as "catering," "catering Dubai," "catering UAE," "corporate catering" and "Arabic catering," driving significant organic traffic growth.
- Managing and enhancing three (3) WordPress websites, optimizing performance with HTML, CSS, JavaScript, PHP, and MySQL, improving SEO, and driving user engagement.
- Leading UI/UX design initiatives, designing high-converting interfaces, user flows, and interactive prototypes to enhance customer experience and retention.
- Overseeing product deployments and ensuring seamless CI/CD pipelines, troubleshooting live production issues, and implementing performance improvements.
- Designing marketing assets (digital ads, promotional graphics, and UI elements) to drive brand awareness, improve engagement, and generate business leads.

REEF Technology, Dubai — *Senior IT Support Specialist*

NOVEMBER 2021 - FEBRUARY 2023

- Led a team of 3 in delivering top-tier client-side support for Mac, Windows, Linux, and Android users and systems, as well as support for cloud kitchen applications for the Middle East region. Acted as an escalation point for junior team members and resolved challenging non-standard issues.
- Supervised a successful Azure Active Directory Domain tenant-to-tenant migration of over 250 users and implemented automation scripts, resulting in a 50% reduction in device enrollment time.

AL Quoz, Dubai
United Arab Emirates
+971526547220
jackoseik@gmail.com

[GitHub](#)
[LinkedIn](#)

SKILLS

Technical Skills

- Software Development
- System Administration
- Technical Support
- Network Configuration
- Customer Service
- Technical Training
- IT Service Management
- Project Management

Soft Skills

- Problem-Solving
- Adaptability
- Innovative Thinking
- Good Communication
- Relationship Building
- Stakeholder Management

EDUCATION

**SOFTWARE
ENGINEERING, DIPLOMA**
- IPMC College of
Technology
2019

- Integrated the company's cybersecurity compliance training into the staff onboarding process, reducing security risks by 65%.
- Configured, deployed, and maintained kitchen display systems, servers, and network systems including CCTV cameras, routers, switches, wireless access points, LAN points, and IP phones.
- Created clear, user-friendly documentation for the organization, and delivered regular online and in-person training sessions for point-of-sale staff across 21 locations in the UAE.

NYB Engineering Services Co. Ltd., Accra — *Technical Support Engineer*

OCTOBER 2018 - AUGUST 2021

- Website & Database Management: Maintained, secured, and regularly updated the company's website and SQL Server database, ensuring optimal performance and data integrity.
- IT Support & Training: Provided comprehensive desktop software and hardware support, offering training to end-users to enhance their technical skills and efficiency.
- Network & Storage Administration: Oversaw network infrastructure, including routers, managed switches (Unifi and Aruba), firewalls (FortiGate), and wireless access points; managed storage systems and backups to safeguard company records.
- Tech Strategy & Process Improvement: Streamlined tech support processes, boosting customer satisfaction and confidence; advised managers on hardware/software selection, setting company standards for best practices.

Holy Trinity Spa & Health Farm, Sogakope

NOVEMBER 2014 - MAY 2018

- Personal Assistant to CEO

DECEMBER 2015 - MAY 2018

- IT Administrator / Digital Marketing Assistant

NOVEMBER 2014 - DEC 2015

- Store Supervisor

The Frontend Developer Career Path, CERTIFICATE - Scrimba 2024 (In progress)

Learn React, CERTIFICATE - Scrimba 2024

Complete Web Developer, CERTIFICATE - Udemy 2023

UX/UI Design Process and Principles, CERTIFICATE - Atheros 2023

IBM Technical Support Professional, CERTIFICATE - Coursera 2022

Google Technical Support Fundamentals, CERTIFICATE - Coursera 2022

E-Government and Informatization, CERTIFICATE - Ministry of Commerce, China 2015

PC Software & Hardware Troubleshooting, CERTIFICATE - Nagym Computers 2013

Microsoft Office Packages, CERTIFICATE - Nagym Computers 2010

REFERENCES

Available upon request.