

Kwaku Boateng Boakyee

Accra, 00233, Ghana

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Professional Summary

Dedicated IT and administrative professional with over five years of experience in research, data management, IT support, and operations. Skilled in data entry, database management, systems troubleshooting, and report preparation. Proven record as a Research Officer conducting company and market analysis, and as an IT Support Specialist ensuring system efficiency. Strong attention to detail, accuracy, and data integrity. Recently completed a HND in Computing with Business Management and eager to apply analytical and technical expertise in a Data Clerk & Quality Control role.

Experience

Kn Unique Communications

Accra

Digital Marketing - Remote

08/2025 - 03/2026

- Develop, edit, and manage high-quality content across websites, social media, and PR channels to enhance brand visibility.
- Plan, execute, and optimize SEO strategies to increase organic traffic, search rankings, and online engagement.
- Build and maintain relationships with media, partners, and stakeholders for effective PR campaigns and press coverage.
- Draft, distribute, and monitor press releases, ensuring accurate and timely media communication.
- Lead, coordinate, and oversee projects from initiation to completion, ensuring timelines, budgets, and objectives are met.
- Analyze campaign performance, generate reports, and provide insights for continuous improvement in content, SEO, and PR efforts.
- Collaborate cross-functionally with teams to align messaging, brand strategy, and project deliverables with organizational goals.

Kn Unique Communications

Accra

Research Officer - hybrid

04/2024 - 10/2025

- Conducted comprehensive research on hundreds of companies, products, and industry leaders to identify and qualify potential nominees for prestigious national awards.
- Gathered and analyzed diverse qualitative and quantitative data from market reports, consumer surveys, and industry publications to drive data-backed nomination decisions.
- Authored and presented detailed research reports and in-depth nominee profiles for internal review and external stakeholder engagement.
- Monitored key industry trends and market developments, providing actionable insights and recommendations that enhanced the scope and relevance of the awards.
- Ensured the integrity of the awards process by meticulously verifying all data, claims, and submissions from nominated entities.
- Contributed to the design and administration of market research surveys and consumer feedback questionnaires.
- Managed and maintained a comprehensive research database of companies, key industry contacts, and vital market data.
- Collaborated effectively with marketing, events, and communications teams to seamlessly integrate research findings into event planning and promotional campaigns.

Legacy Cyber Cafe

Madina

Part-time Internet Café Attendant

04/2023 - 03/2024

- Greeted and assisted customers with internet use, printing, scanning, and account setup.
- Provided basic technical support and maintained all workstations.
- Processed customer payments and maintained cleanliness and safety standards.
- Handled customer complaints professionally and monitored online activities.
- Implemented a usage tracking system that increased resource efficiency by 25%.

Midland Company Ltd

Kumasi

IT Support Specialist - hybrid

11/2020 - 01/2023

- Provided IT support for hardware, software, and network systems.
- Managed user accounts and ensured data security.
- Conducted inventory audits and supported system upgrades.

- Delivered excellent customer service and technical troubleshooting.

Star Travel Agency Ghana

Kumasi

Travel Agents

06/2018 - 01/2019

- Provide all relevant information on travel destinations
- Book tickets, hotels, and rental cars
- Organize accommodations and ground transportation services
- Recommend travel tips to ensure safety
- Find the best possible rates on travel bookings for their clients
- Facilitate travel for multi-destination trips
- Ensure passengers understand which travel documents will be needed
- Advise and plan group travel

Nana One Pub

Kumasi

Bar and Restaurant Manager

11/2016 - 03/2018

- Managed bar operations, trained staff, and ensured top-tier customer service.
- Implemented cost-saving inventory controls and marketing strategies.
- Reduced beverage waste by 15%, serving up to 500 patrons per night.
- Maintained compliance with industry regulations and health standards.

Education

NCC Education

UK

HND In Computing With Business Management

08/2024

NCC Education

UK

Diploma in Business Information Technology

08/2018 - 09/2019

Skills

- | | |
|--|---|
| • Data Entry & Database Management | • Data Quality Assurance & Accuracy Checks |
| • Research & Report Writing | • Microsoft Office Suite (Excel, Word, Access, PowerPoint) |
| • Google Workspace Tools (Sheets, Docs, Drive) | • IT Systems Support & Troubleshooting |
| • File & Document Management | • Information Verification & Validation |
| • Analytical & Critical Thinking | • Customer Service & Communication |
| • Time Management & Multitasking | • Team Collaboration & Cross-Functional Support |
| • Ability to work in a team | • Team leadership |
| • Inventory & Process Management | • Data Cleaning & Preparation using AI Tools (e.g., ChatGPT, Excel Copilot, Bard) |
| • Prompt Engineering | • AI-Powered Data Analysis |
| • Ability to Multitask | • Fast Learner |
| • sales and negotiation | • Technological proficiency with booking systems |
| • Ability to Work Under Pressure | • Microsoft Office |
| • Virtual assistant | • Customer Service |
| • Communication Skills | • Advance Analytical Thinking Skill |
| • Effective Time Management | • Artificial Intelligence |
| • Generative AI | • Vibe coding |
| • Visual Storytelling | • Data Visualization |

Courses

Google AI Professional Certificate

Google

Google IT Support Professional Certificate

Google

Professional Diploma in Systems Engineering

IPMC University College

Internship

IT Technical Support Intern

Kumasi

IPMC College of Technology

04/2017 - 10/2017

- Experienced IT Technical Support Intern with strong technical skills and a passion for troubleshooting and problem-solving.
- Demonstrated ability to provide excellent customer service and communicate technical information effectively.
- Familiar with various operating systems, hardware, and software applications. Proven track record of successfully resolving technical issues in a timely manner.
- Seeking an internship opportunity to further develop technical skills and gain hands-on experience in a fast-paced IT environment.

Activities

Mastercard Cybersecurity virtual experience program at Job Simulation

Online

Forage

- Completed a job simulation where I served as an analyst on Mastercard's Security Awareness Team
- Helped identify and report security threats such as phishing
- Analyzed and identified which areas of the business needed more robust security training and implemented training courses and procedures for those teams

Languages

English

Native Speaker