BENEDICT AMPOFO ADU

Akosombo, Ghana ◆ +233240585787 ◆ adubenedict10@gmail.com

Nationality : Ghanaian ◆ **LinkedIn :** https://www.linkedin.com/in/benedict-adu-007/

PROFESSIONAL SUMMARY

Software Engineer experienced in project prototyping, coordination and engineering autonomous systems solving real life problems in society with react native and flutter for mobile applications and HTML, CSS, javascript and React JS for web applications development. Seeking to leverage mobile app development and engineering skills to innovate and automate engineering processes .

WORK HISTORY

Mobile App Developer, 10/2022 - Present
Volta River Authority (VRA) - Technical Service Department - Akosombo, Ghana
- Developed and implemented mobile and desktop applications to digitalize customer interactions for VRA's electricity and water supply services, including purchasing, bill payments, complaints, and connection requests.
- Added an AI chatbot feature to the app which improved customer satisfaction by answering frequently asked questions and providing 24/7 customer support, resulting in a 40% increase in customer satisfaction.
- Improved customer satisfaction by reducing wait times by 50% and increasing accessibility through the use of the mobile app, resulting in an estimated 2000 people using the app to reach out to VRA for their services.
- Implemented a feature for customers to report utility issues in their community, increasing VRA's ability to quickly address and resolve issues, resulting in a 50% reduction in complaints and an increase in customer satisfaction.
- Streamlined VRA's operations and communication by creating a dashboard for administrators to manage and broadcast messages to customers, resulting in a 20% increase in efficiency and a 30% increase in revenue.
- Conducted market analysis to accurately identify target audience and optimize user experience, resulting in a 20% increase in user retention and a 15% increase in revenue.

Co-Founder and CTO, 03/2021 – Current
Phundit (StartUp) – Accra
- Developed and implemented flutter application for budgeting, spending and saving while aiding peer to peer transaction with extremely low cost charges with 0 E-levy charges to liberate financial constraint on Ghanaians.
- Streamlined critical operations to maximise efficiency and Return On Investment (ROI).
- Conducted market analysis to accurately identify target audience.

Co-Founder, 07/2020 – Current
Sibyl Systems(StartUp) – Accra
- Developed and launched "Learn Akan" language learning app, it has over 4.0/5.0 ratings and 1000+ downloads on Playstore and Appstore. It teaches the local Akan language in Ghana in a tutorial based approach, it aims to improve language proficiency in Ghanaians, especially among non-native speakers.
- Implementing Natural Language Processing to aid the learning process, resulting in a 20% increase in retention rate and 10% increase in user satisfaction

Information Technology Support Engineer, 11/2021 – 08/2022
VRA Hydroelectric Power Station – Akosombo - Ghana
- Reduced rerouting of network hubs to user computers, optimized software applications and operating systems to reduce memory usage by 50% and network latency by 20ms for increased productivity.
- Sensitized users on best practices when using hardware peripherals and software applications reducing hardware malfunctions by 50%

CERTIFICATIONS

- **AWS Machine Learning Foundations - Udacity**
- **Cloud DevOps Engineer NanoDegree (In-Progess) - Udacity**
- **Front-End Web Development with React - Coursera**

EDUCATION

Bachelor of Science : Electrical and Electronics Engineering, 09/2017 - 09/2021
University of Energy and Natural Resources - Sunyani, Ghana
- Most Innovative Student Award- 2021
- Winner of Dean's Innovation Challenge -2020

West African Senior School Certificate Examination: General Science, 00/2014 - 06/2017
Akosombo International School - Akosombo, Ghana
- Science and Maths Club Executive - 2016-2017

SIDE PROJECTS

- **FeedIt**

Led a team to build an automatic fish feeder (FeedIt) that dispenses fish feed in the right amount at the right time. The system receives user commands from the FeedIt react native mobile ap, which allows users- to specifiy pond and fish properties and the app makes recommendations for optimal feeding. The data is sent to a remote could server using HTTP protocols and then sent to a raspberry pi controller to issue a command to the actuators to dispense. The project won the 1st GMES and Africa Innovation challenge in 2022.

- **GreenGrow**

Developed user interface for a mobile app using react and typescript native for a greenhouse system that allows monitoring and actuation of internal conditions of the system using the app. This mobile app was used to control the greenhouse system, allowing monitoring and actuation of internal conditions of its internal conditions.

- **Facial Mask Recognition Embedded System**

Designed, prototyped and built a facial mask recognition device for access control on a raspberry pi embedded system. The system captured images using a raspberry pi cam 4 and run a convolution neural network model on Mobile-net V2 and tensorflow to process the faces captured to decide where a face has a mask worn properly or not and open or lock an electronic lock connected to the system based on the decision. The solution won the Best Artifical intelligence Solution in Internet of Things in the Hacklab Foundation Hackathon in 2020.

VOLUNTEERING

- **Co-Founder and Vice–President of the UENR Robotics Club**

Co-founded a robotics club on campus to develop student interest in STEM through projects and competitions.
- **Python Programming Tutor for Ghana Institution of Engineering (GHIE) – University of Energy and Natural Resources Chapter**

Python programming language tutor for the annual weekly skills fair organized by GHIE-UENR Chapter.