

Michael Boansi Donkor

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👤 Professional Summary

Innovative IT specialist and Web Developer with over six years of diverse experience in project management, web development, IT support, and communication strategies. Proven ability to manage multiple projects, adapt to new challenges, and deliver high-quality results under pressure. A quick learner with strong problem-solving skills, seeking to leverage technical and administrative expertise in a dynamic work environment.

📁 Professional Experience

- 2017 – present **IT Technician & Web Developer, Freelance**
- Designed, developed, and maintained WordPress websites for various clients, ensuring responsive and user-friendly interfaces.
 - Implemented SEO strategies to improve search engine rankings and drive organic traffic.
 - Provided IT support and technical troubleshooting for small businesses and individual clients.
 - Developed custom Shopify stores, focusing on optimization and security.
 - Created and managed digital content for social media and other online platforms.
- 06/2019 – 06/2024 **Communications and Logistics Specialist (remote), McVender Logistics**
Calgary, Canada
- Developed and implemented communication strategies for internal and external audiences.
 - Coordinated with team members to ensure consistent messaging and branding across all channels.
 - Oversaw logistics operations, including inventory management, transportation coordination, and supply chain optimization.
- 09/2017 – 06/2024 **Project Manager/IT Technician/Web Developer, Cliq IT Firm**
Accra, Ghana
- Supervised and managed multiple IT projects, ensuring timely completion and quality control.
 - Designed and developed front-end and back-end web applications using WordPress and other platforms.
 - Provided IT support, including troubleshooting, system maintenance, and technical assistance to clients.
- 09/2023 – 03/2024 **Web Developer (remote), WE SCALE ECOM STORES**
Accra, Ghana
- Developed and optimized e-commerce websites, ensuring high performance and security.
 - Customized Shopify stores and collaborated with design teams to enhance user experience.
- 08/2020 – 05/2023 **Project Supervisor, YYC FARMS**
Takoradi, Ghana
- Managed planning, coordinating, resource management, and team leadership.
 - Ensured quality control, budgeting, and financial management for projects.
 - Promoted environmental sustainability and innovative farming practices.

- Managed the planning and execution of agricultural projects, ensuring timely completion.
 - Coordinated with team members to maintain effective communication and workflow.
- 10/2021 – 09/2022
Takoradi, Ghana
- National Service**, Effia Kwesimintsim Municipal Assembly
- Managed social media accounts and created content for public awareness campaigns.
 - Handled IT systems, ensuring proper operation of computer and sound systems.
- 01/2022 – 04/2022
Takoradi, Ghana
- Intern**, Cable Solutions Services Limited
- Handled computer networking and enterprise security jobs.
 - Assisted in the installation of internet services, telephone intercoms, and CCTV systems.
 - Provided IT support and maintenance.
- 06/2019 – 06/2019
Takoradi, Ghana
- Volunteer (Data Entry)**, Aseda Foundation
- Accurately and efficiently enter information into an excel databases using google forms.
 - Sorted the data out to capture the information of those who met certain criteria.
- 05/2019 – 08/2019
Takoradi, Ghana
- Intern**, iCode Gh
- Participated in technology and entrepreneurship projects, providing data collection and analysis.
 - Assisted in public relations tasks and served as a training instructor for specific projects.
- 05/2018 – 08/2018
Tamale, Ghana
- Intern**, Boldtech ICT Solutions
- Managed various computer systems and participated in software development.
 - Assisted in computer networking projects.

Education

- 09/2024 – 07/2025
Calgary, Canada
- Master of Information Security and Privacy**, University of Calgary
- 2020 – 2022
Takoradi, Ghana
- Bachelors of Technology in Information Communication Technology**,
Takoradi Technical University
Majored in Computer Networking
- 2017 – 2020
Takoradi, Ghana
- Higher National Diploma in Information Communication Technology**,
Takoradi Technical University

Skills

Communication Skills

- Professional Email Etiquette
- Strong Written and Verbal Communication
- Interpersonal and Collaborative Skills

Technical Skills

- WordPress Development, Custom Themes, and Plugins
- HTML, CSS, JavaScript, PHP
- Shopify Development
- SEO Optimization
- Social Media Management
- Microsoft Office Suite, Adobe Acrobat, Photoshop
- IT Support and Troubleshooting

Customer Service

- Excellent interpersonal skills and a strong commitment to providing exceptional support.

Organizational Skills

- Project Management and Multitasking
- Strong Analytical Skills
- Attention to Detail
- Proactive and Creative Problem-Solving

Languages

English		Twí (local)	
French		Chinese	

Accomplishments

- Africa's Young Leaders and Entrepreneurship Summit
- Industrial Internship

References

Available upon request

Interests

Technology, Education, Community Service