

# FRANCIS OWUSU ANSAH

## MICROSOFT 365 TECHNICAL LEAD | FULL-STACK DEVELOPER | FLUTTER EXPERT

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## PROFESSIONAL SUMMARY

Results-driven Full-Stack Developer and Microsoft 365 Technical Lead with 4+ years of experience building innovative applications while delivering expert cloud migration services. Currently developing cutting-edge projects in music engagement technology and AI-powered medical imaging. Proven record of leading international teams, reducing project costs by 30%, and ensuring 100% data integrity during platform migrations. Microsoft-certified professional specializing in Flutter, Laravel, Azure, and AI/ML implementations.

## KEY ACHIEVEMENTS

- Led Office 365 migration for small businesses ensuring 100% data integrity during platform transitions
- Developed and implemented the Kotoko Express mobile app achieving 20,000+ active users
- Reduced project costs by 30% through optimized mobile development processes
- Received multiple "Employee of the Month" and management awards at Wicresoft (2021-2022)
- Trained an international team of engineers, significantly improving Microsoft 365 subscriber issue resolution
- Led cross-functional projects to improve code quality standards
- Developed RadCare Assistant using AI to analyze chest X-rays for healthcare professionals
- Architected streaming-link system achieving 99% reduction in broken-link incidents
- Created MusicMine Africa platform connecting artists with fans through innovative reward systems
- Implemented advanced melanoma detection algorithms using CNN and computer vision technologies

## PROFESSIONAL EXPERIENCE

**Microsoft O365 Technical Lead (Microsoft Teams), Wicresoft** (August 2021 - September 2023)

Spearheaded client adoption of Microsoft 365 solutions and led technical implementations

- Advised key clients on leveraging Office 365 services (Azure, Exchange Online, SharePoint, Teams, PowerBI)

- Migrated small businesses to Office 365 with 100% data integrity from on-premises and cloud platforms
- Led and trained an international team of engineers to troubleshoot Microsoft 365 subscriber issues
- Customized Office 365 portals using Azure AD and PowerShell scripting to meet client requirements

### **Premier Engineer (Microsoft O365), Wicresoft** (August 2020 - August 2021)

Provided technical support and troubleshooting for Microsoft 365 services

- Resolved complex customer issues and developed PowerShell automation scripts
- Contributed to knowledge base articles and internal documentation to improve team efficiency

### **Software Developer, JimahTech Limited** (September 2017 - September 2020)

Architected and developed mobile and web applications for diverse client needs

- Developed the Kotoko Express app for one of Africa's largest football clubs with 20,000+ active users
- Created Voteezy online voting platform with secure authentication and real-time result tracking
- Reduced project costs by 30% through efficient cross-platform development solutions
- Generated comprehensive analytics reports to support data-driven decision-making

## **KEY PROJECTS**

### **MusicMine Africa** (July 2024 - Present)

Revolutionary music engagement platform connecting fans and artists through reward systems

- Building platform with Flutter, Laravel, PostgreSQL, Firebase, and REST API
- Implementing innovative stakeholder system for deeper artist-fan connections
- Establishing partnerships with multiple brands in the music industry

### **DeepFinance** (January 2024 - Present)

Online accounting platform streamlining financial management for businesses

- Implementing expense tracking, customizable invoicing, and financial reporting features
- Developing team collaboration tools and integration with popular accounting software
- Creating Laravel-based backend architecture with REST API for reliable data processing

### **RadCare Assistant**

AI-powered tool for analyzing chest X-ray images to support healthcare professionals

- Utilized NIH Chest X-ray Dataset to train models for detecting various respiratory conditions
- Implemented Docker-based deployment for consistent performance across environments
- Designed solution to integrate with existing healthcare workflows, improving diagnostic efficiency

### **Automatic Detection of Melanoma** (January 2024 - Present)

Advanced algorithms for melanoma detection using multispectral images

- Implementing Convolutional Neural Networks to improve early diagnosis accuracy
- Designing image processing techniques for lesion segmentation and clinical assessment
- Evaluating performance against medical datasets to enhance detection accuracy

### **Automated Streaming-Link Management System**

Backend system for monitoring 450+ radio and TV stations across 16 African markets

- Achieved 99% reduction in broken-link incidents and 50% faster detection of stream failures
- Developed Python microservices for automated URL discovery, validation, and monitoring
- Saved 20+ hours/month of manual maintenance while improving client confidence

## **SKILLS**

### **Technical Expertise:**

Full-Stack Development (Web & Mobile) • Microsoft 365 Administration • Flutter & Mobile Development • Azure Cloud Services • Backend Architecture & Microservices • CI/CD & DevOps • Artificial Intelligence & Machine Learning • Database Management • REST API Development

### **Technologies:**

Flutter, Laravel, Python, Docker, PostgreSQL, MySQL, Azure, PowerShell, Teams, SharePoint, Firebase, Computer Vision, CNN, Power Platform

## **EDUCATION & CERTIFICATIONS**

- Master in Computer Systems, Riga Technical University (2023-Present)
- Bachelor of Science in Information Technology, Ghana Technology University College (2013-2017)
- Microsoft 365 Certified: Teams Administrator Associate
- Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate
- Microsoft 365 Certified: Teams Voice Engineer
- Big Data Developer - Explorer Award for Students (2016)