

STEPHEN BASOAH DANKYI

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PROFESSIONAL SUMMARY

Analytical technical professional with a background in Telecommunications Engineering and over 3 years of experience in software development, system troubleshooting, server application support and network infrastructure. Highly proficient in daily Linux CLI usage, log analysis, and utilizing Python and Bash scripting to automate workflows and optimize monitoring. Proven track record in diagnosing complex inter-substation telecommunication faults and maintaining fiber optic networks. Calm under pressure with a deep sense of technical ownership, fully prepared to support 24/7 NOC shift rotations to ensure seamless ISP network operations.

EDUCATION

Kwame Nkrumah University of Science and Technology | Kumasi, Ghana
BSc. Telecommunications Engineering | Second Class Honours (Upper Division)

PROFESSIONAL EXPERIENCE

ENGEL Austria (Nov 2024 - Dec 2025) | **Software Engineer II (Remote)** | Nov 2024 - Jan 2026

* *Software Development Contractor via **getINNOtized GmbH, Ghana***

- **Linux & Logs:** Utilized Linux CLI (Debian/Ubuntu) daily to manage critical industrial server applications, parsing system logs to detect incidents, troubleshoot bugs, and resolve server-side faults.
- **Scripting:** Developed and maintained Python, Bash, Groovy and YAML scripts to automate complex backend workflows, reducing manual intervention and improving system monitoring capabilities.
- **Development and Testing:** Supported the roll-out, testing, and evaluation of new features for industrial server applications within the backend software development group.

Cambridge Crystallographic Data Centre | **Software Engineer (Remote)** | July 2022 - Nov 2024

* *Software Development Contractor via **Orgmento, Ghana***

- **Development and Testing:** Developed and maintained performant and secure, cross-platform desktop research application software enabling new areas of work for pharmaceutical and computational cheminformatics scientists.
- **Linux & Logs:** Developed and maintained applications on Linux distros daily using Linux CLI (Debian/Ubuntu) daily monitor system processes and resources usage.
- **Monitoring:** Integrated telemetry and data-logging into desktop research applications, to monitor performance on **custom internally developed monitoring tool**.

Ghana Grid Company | **Junior Telecommunications Engineer (Takoradi, Ghana)** | June 2019 - Aug 2019

- **Monitoring & Logs:** Diagnosed and resolved complex inter and intra-substation telecommunication faults by extensively analyzing network logs (Syslog) and performance metrics.
- **Fiber & Physical Infrastructure:** Performed rigorous health checks and performance evaluations for over 200km of fiber optic networks, proactively identifying signal degradation.
- **Colocation/Towers:** Coordinated technical maintenance across 4 critical substations, ensuring reliable data transmission and 100% uptime for operational data flow.

TECHNICAL SKILLS

Networking Fundamentals: TCP/IP, Subnetting, VLANs, Routing & Switching

Infrastructure & Hardware: Fiber Optic Evaluation, SCADA Networking, Tower/Substation Communications

Operating Systems & CLI: Linux (Debian/Ubuntu CLI daily use), Windows Server, macOS

Scripting, Automation and Software Development : Bash Scripting, Python, .NET (C#), Git VCS

Monitoring & Logs: Network Diagnostics, Wireshark

Documentation & Analytics Tools: Microsoft Office Suite, Google Workspace Suite, Microsoft PowerBI.

CORE COMPETENCIES

Cross-Cultural Collaboration: Experience working with international teams across Austria, the UK, and Ghana.

Languages: English (Fluent), Akan (Fluent), French (Basic)